

Allsup SSDI Claimant Experience Survey

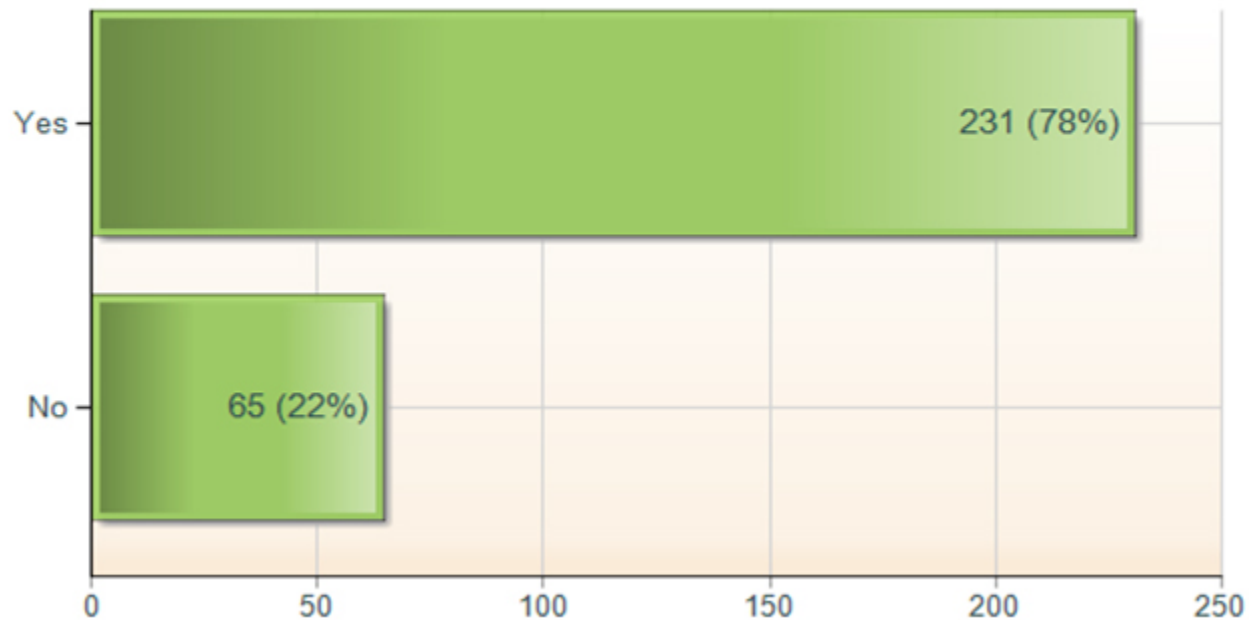
Examining the SSDI Application Process for People with Disabilities

November 2009

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Pre-Application Knowledge: SSDI exists

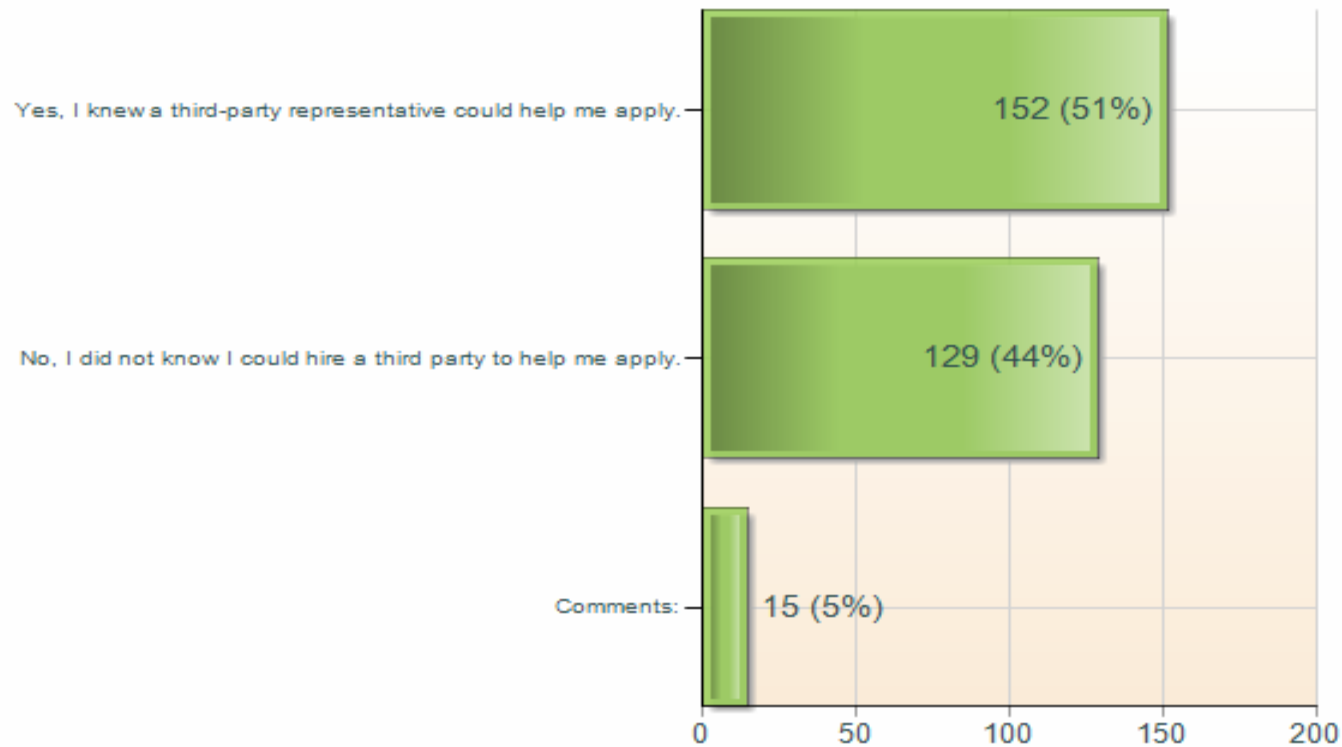
Did you know that Social Security disability benefits existed when you were working?



Note: sample size =296

Pre-Application Knowledge: Representation

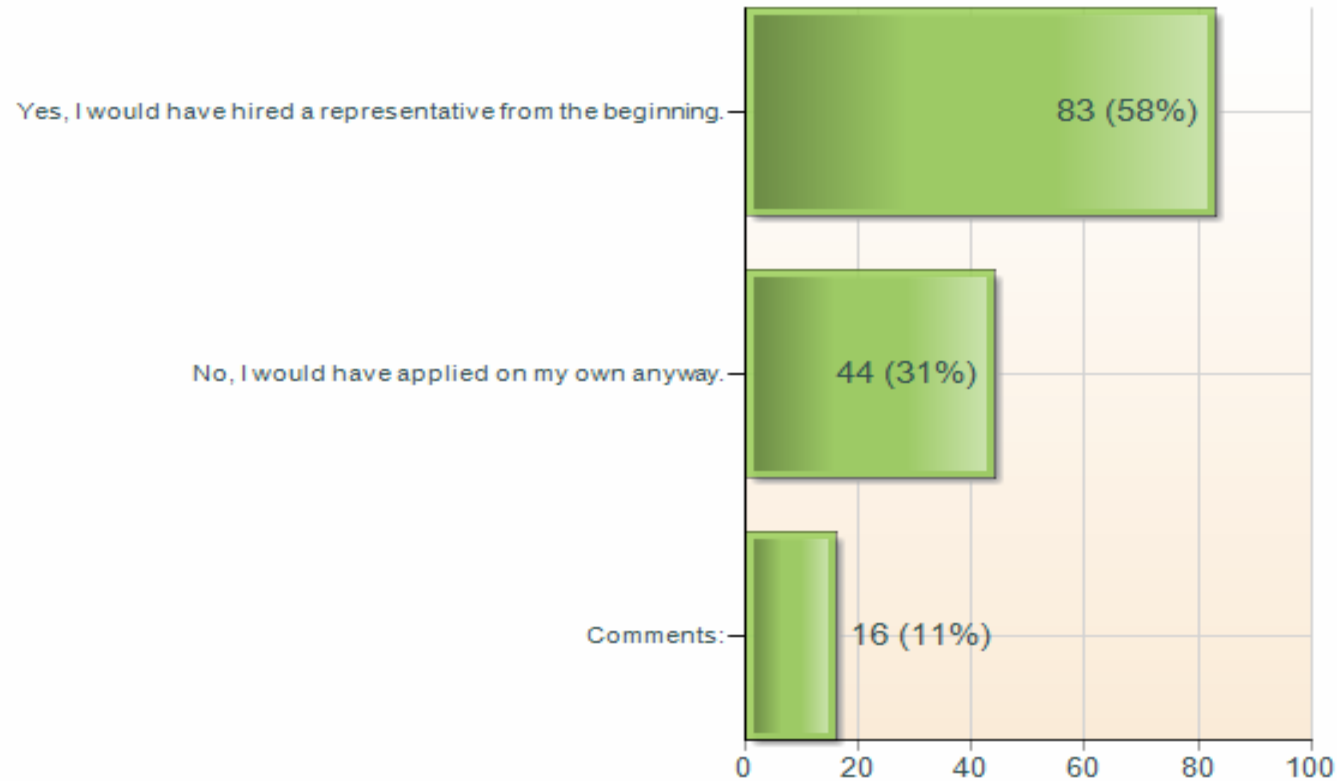
Before you started checking into applying for SSDI benefits, did you know that third-party representation (like Allsup or an attorney) could help you apply?



Note: sample size =296

Pre-Application Knowledge: Hiring representation

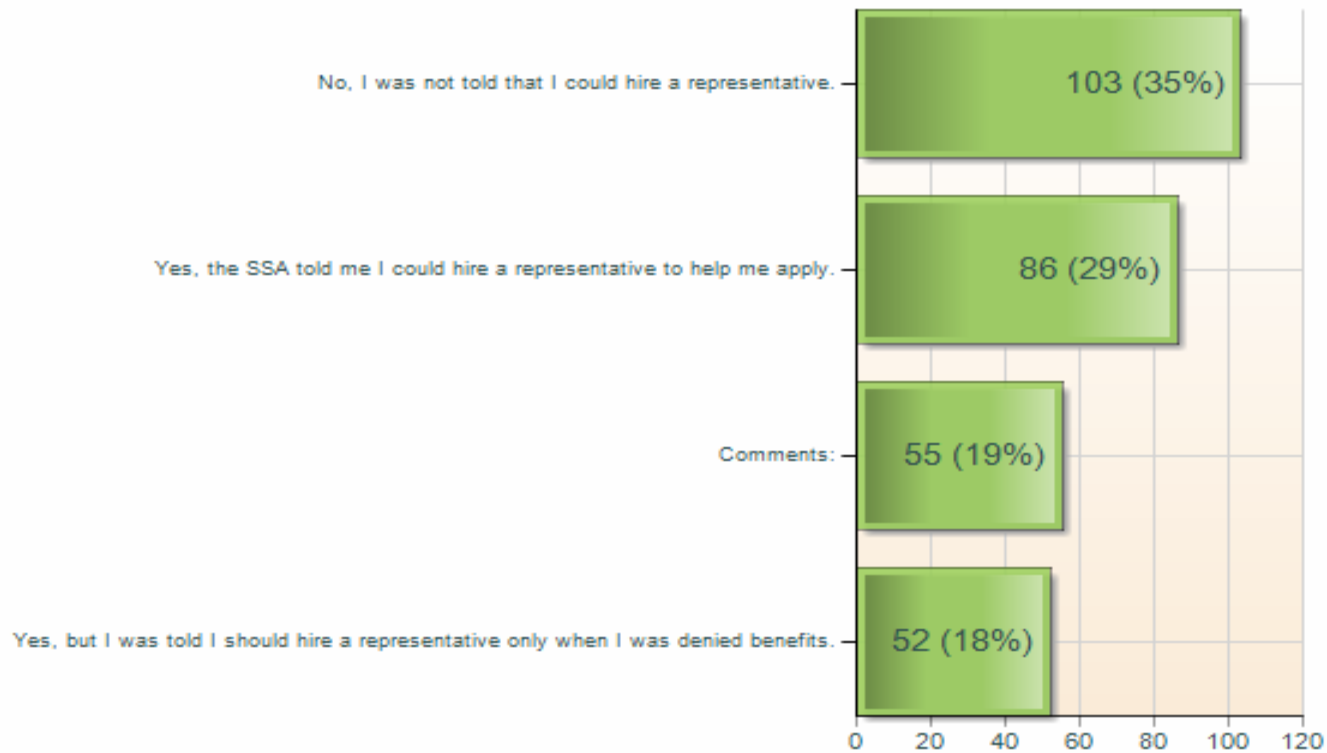
Do you think you would have hired a representative if you had known you could?



Note: sample size =143; follows response to question on slide 5

Pre-Application Knowledge: Contacting SSA

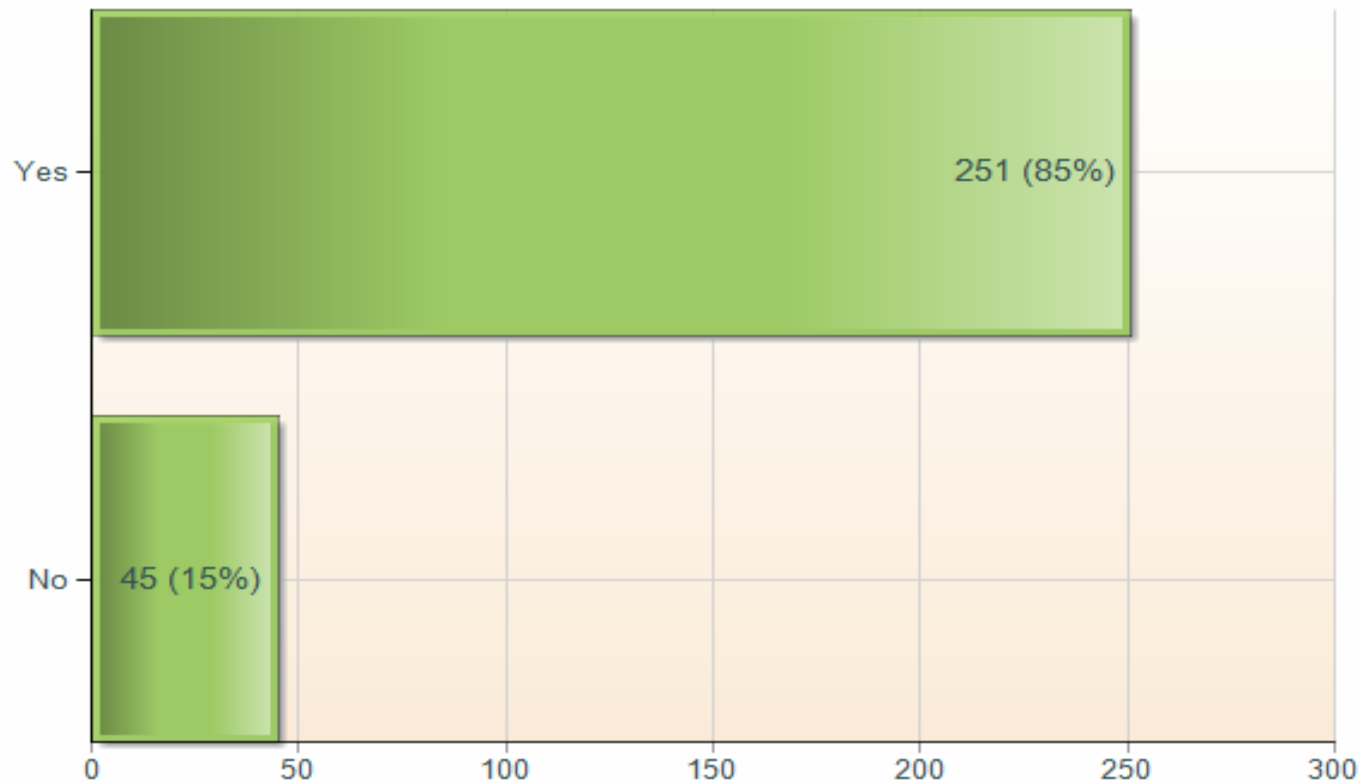
When you first contacted Social Security for information or to apply, did someone at Social Security inform you that you could hire representation to help you apply?



Note: sample size =296

Pre-Application Knowledge: Information from SSA

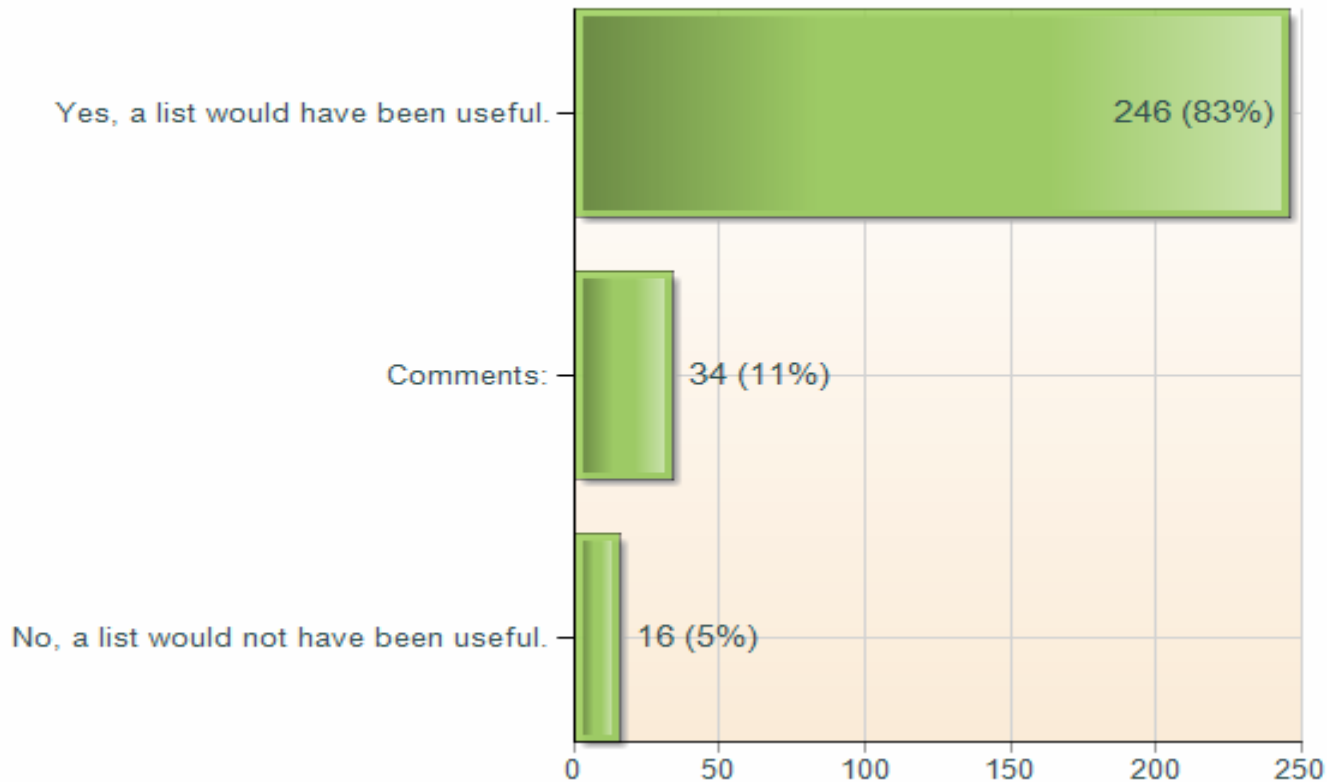
Would you have found it useful for the SSA to inform you in advance of your options for receiving help with your application?



Note: sample size =296

Pre-Application Knowledge: Provider list from SSA

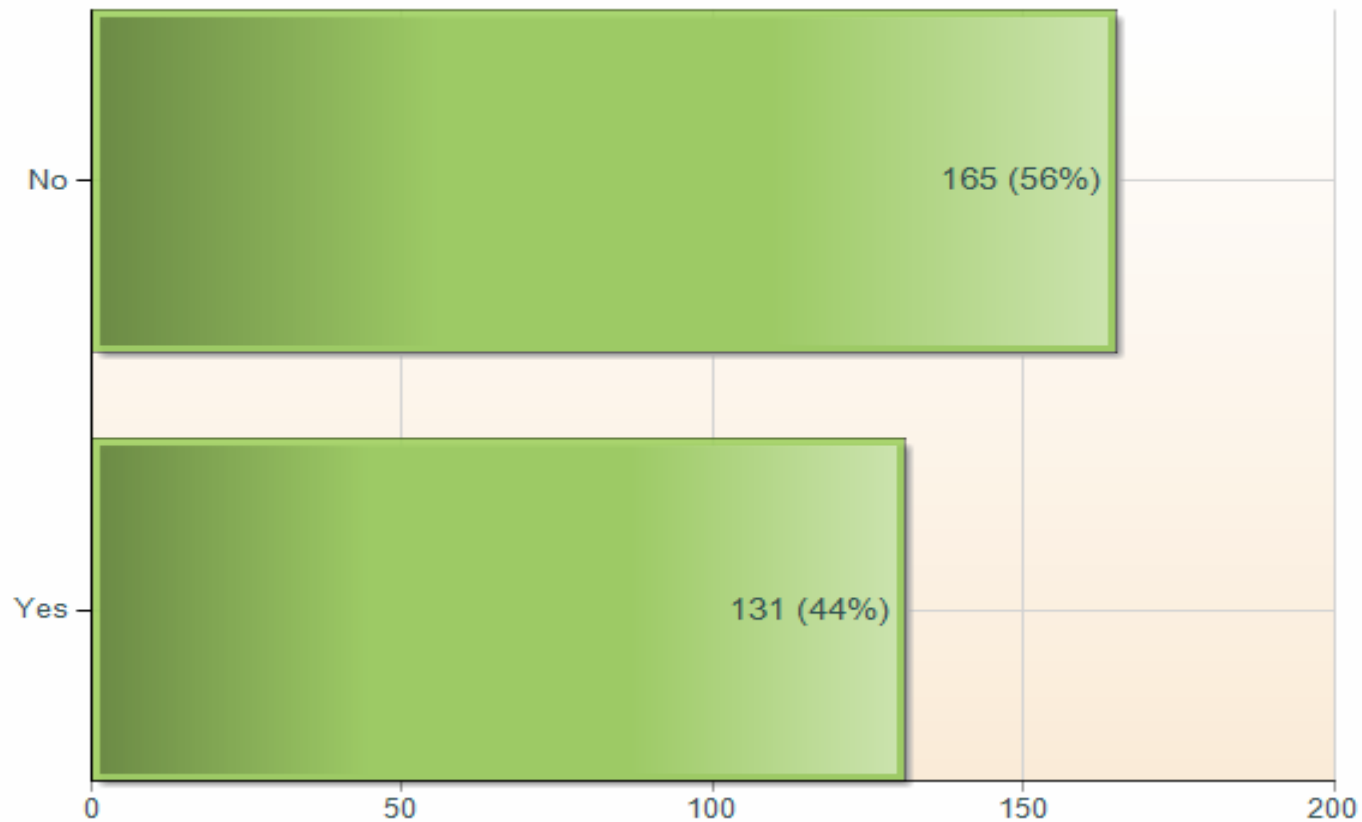
Would you have found it helpful or valuable if the SSA had provided you with a list of authorized third-party representatives to choose from?



Note: sample size =296

Application Process: SSA Web site

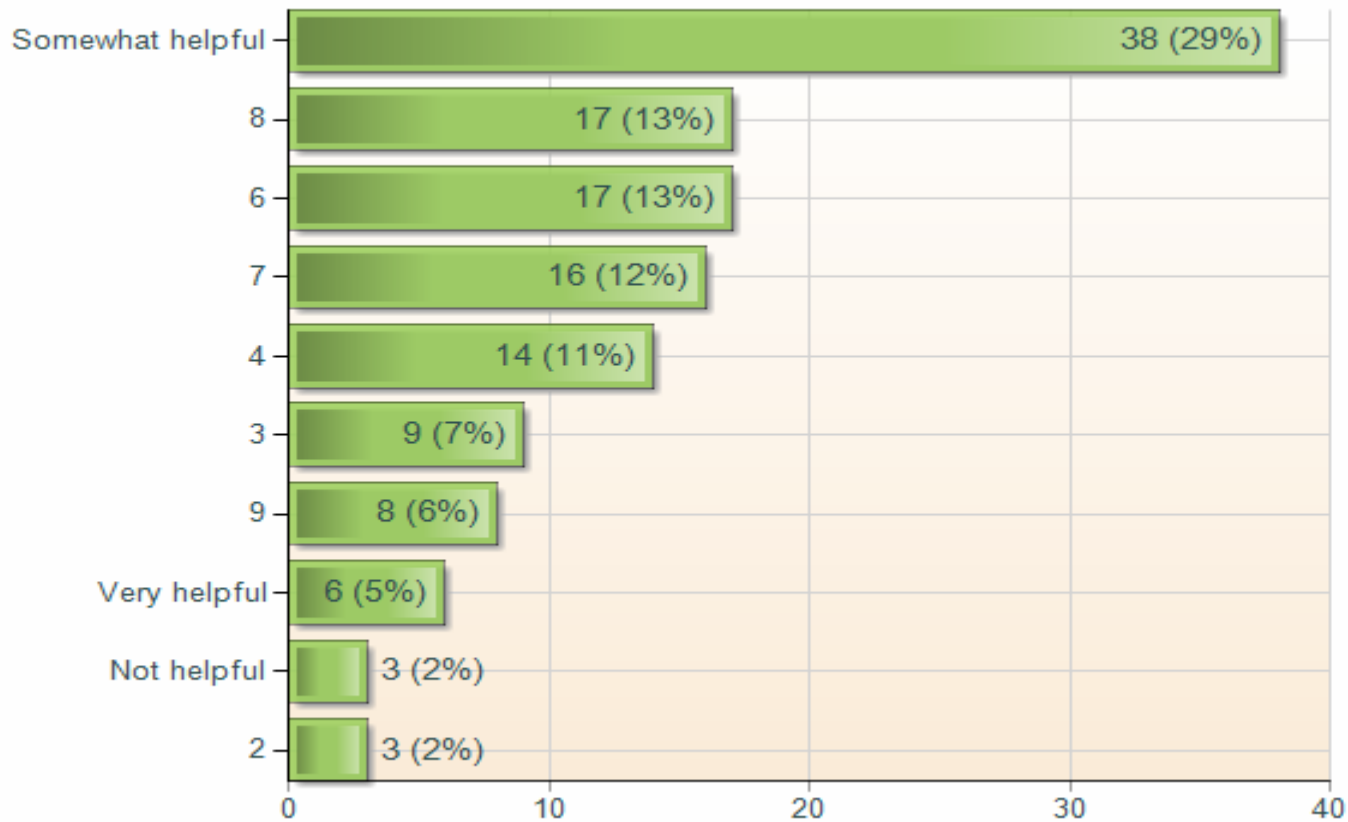
Did you visit the SSA Web site to find out about applying for SSDI benefits?



Note: sample size =296

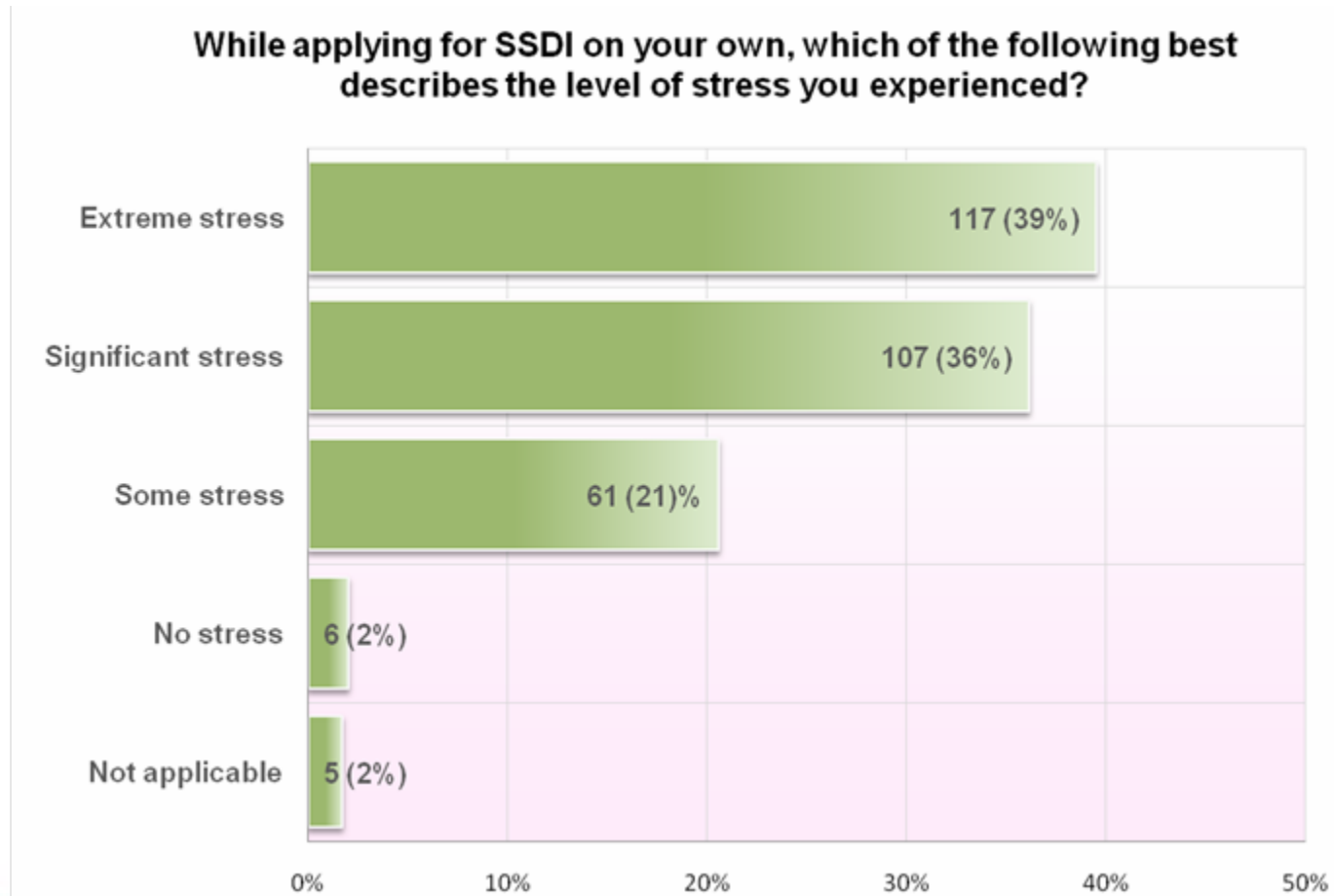
Application Process: SSA Web site rating

How would you rate the helpfulness of the SSA Web site?



Note: sample size =131; follows response to question on slide 10

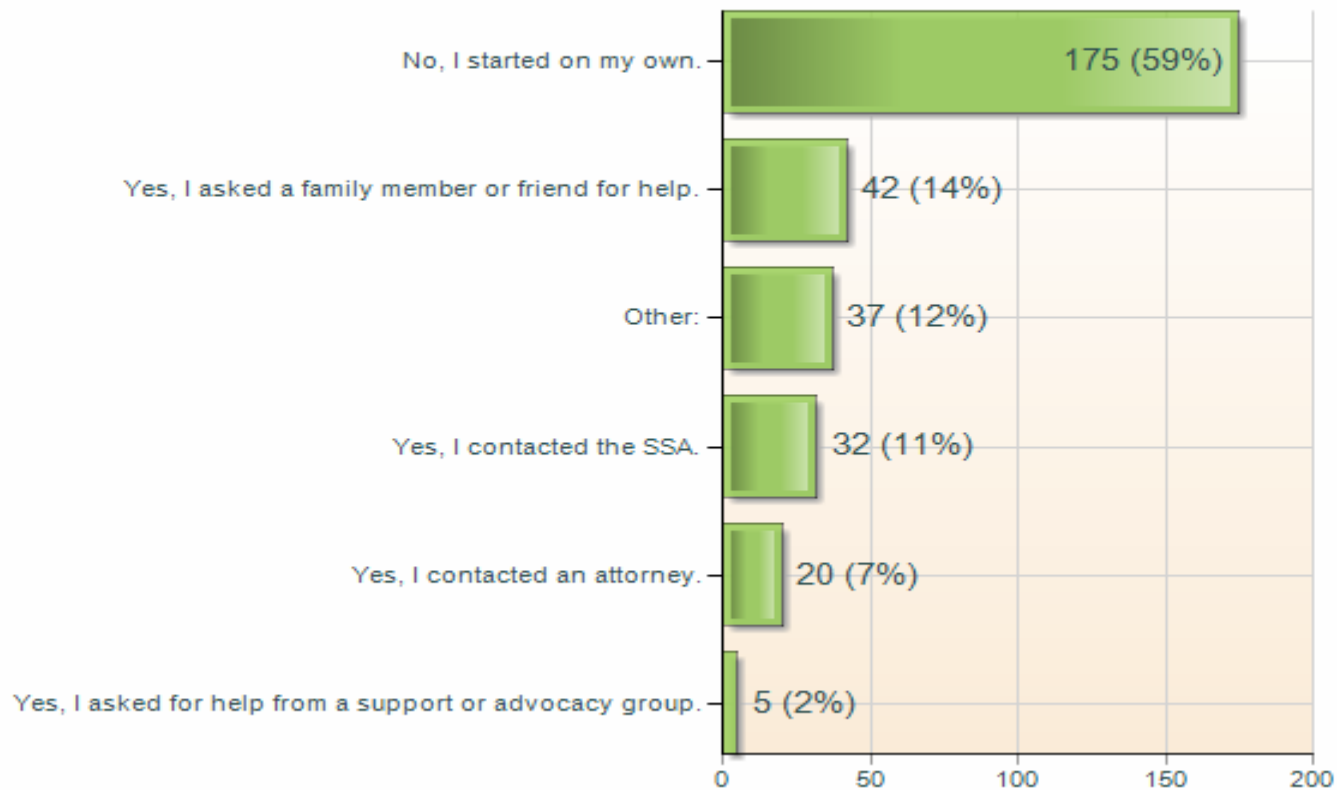
Application Process: Stress levels



Note: sample size =296

Application Process: Seeking help before Allsup

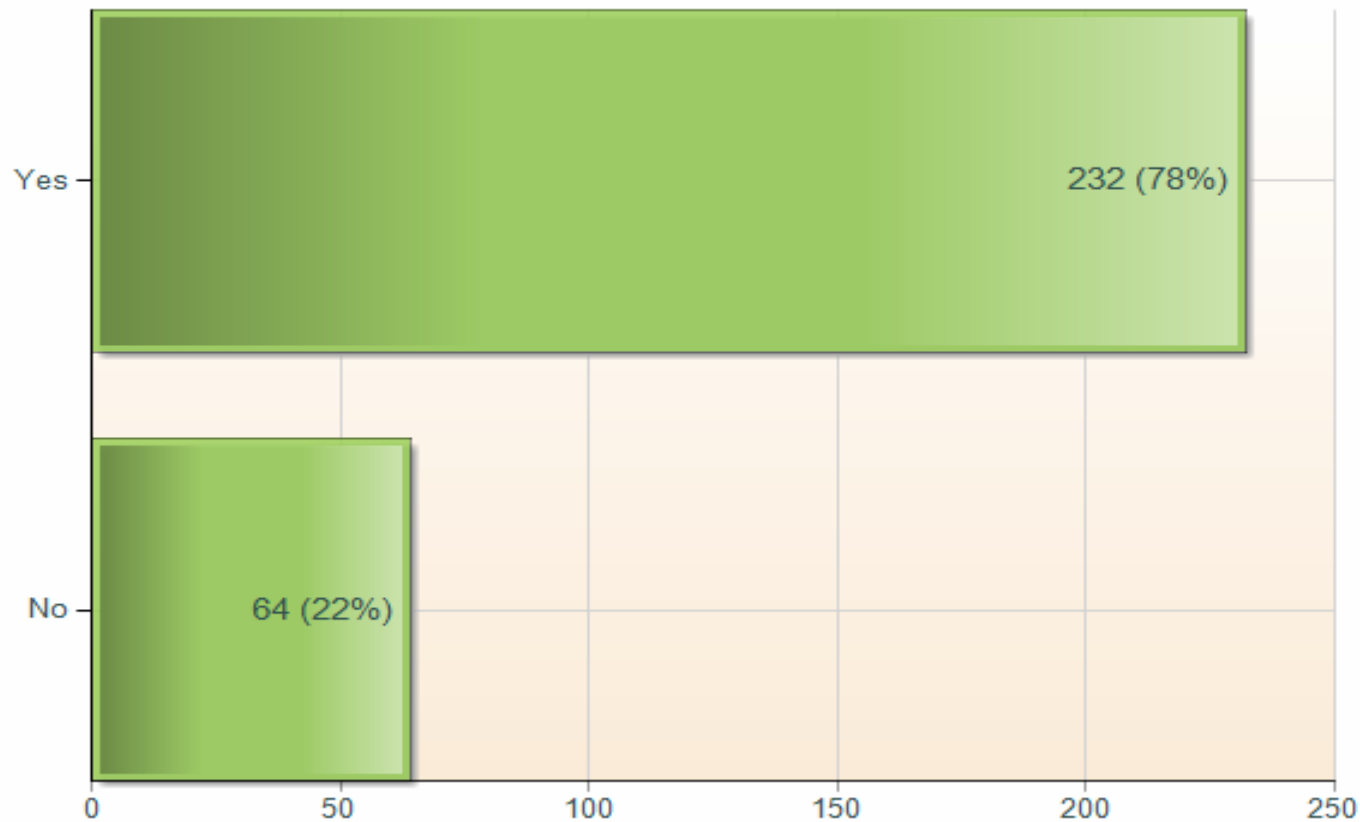
**Did you seek help with your SSDI application before coming to Allsup?
(Please select all that apply.)**



Note: respondents could select more than one

Application Process: Without representation

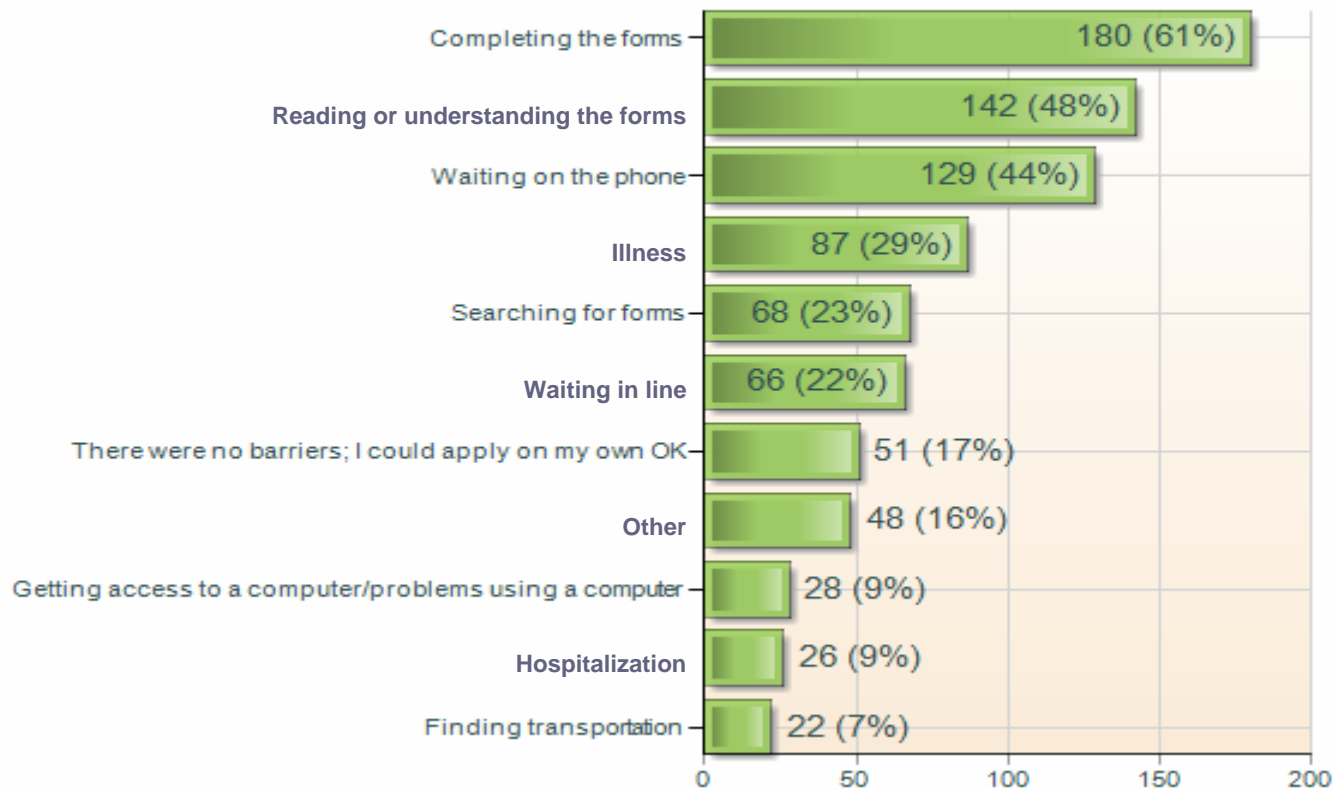
Did you experience barriers to handling the SSDI process on your own?



Note: sample size =296

Application Process: Without representation

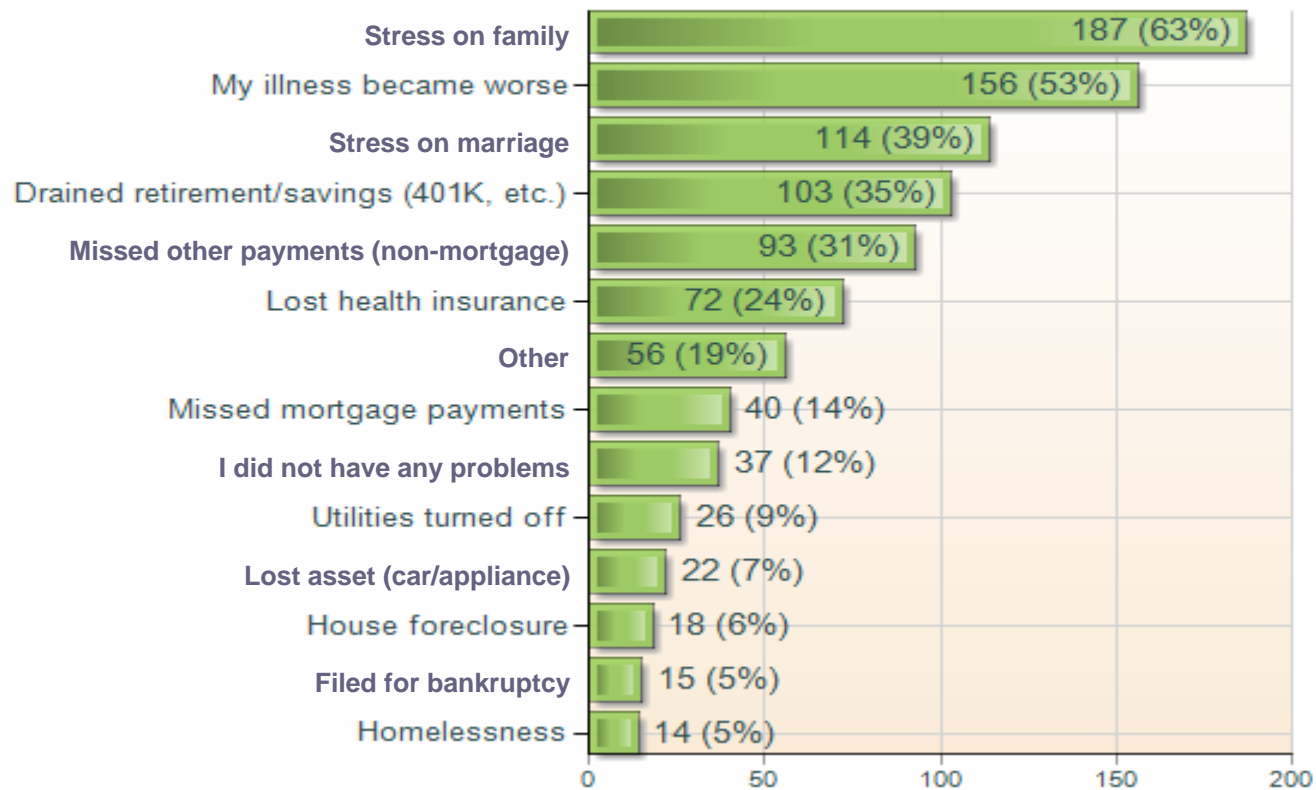
Please provide details on what difficulties you experienced when handling the SSDI process on your own.



Note: respondents could select more than one

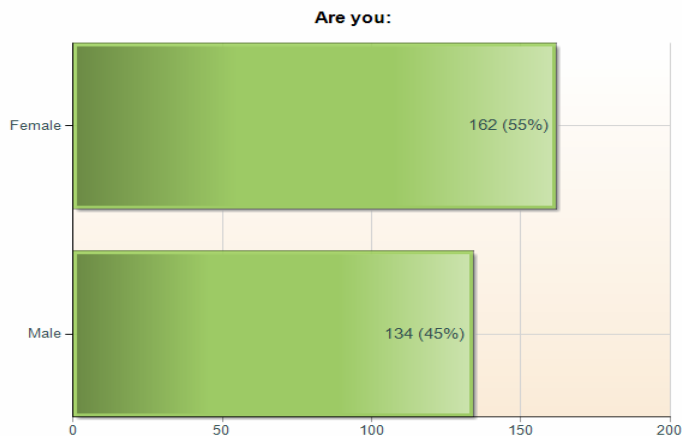
Application Process: Experiences while waiting

Did you face repercussions during the time period before you received your SSDI award, and if so, what were they? (Please select all that apply.)

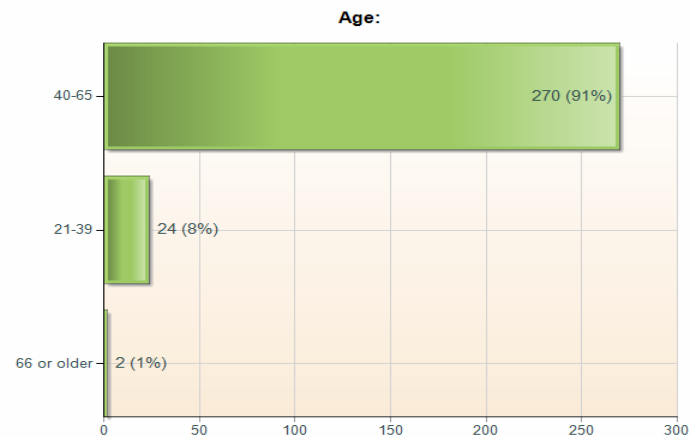


Note: respondents could select more than one

Survey Demographics: Age, income, etc.

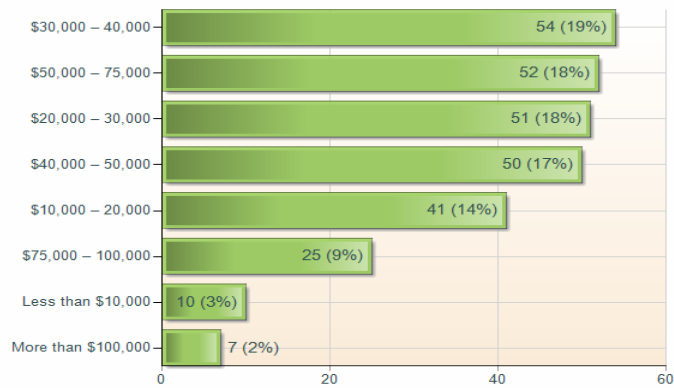


Note: sample size =296



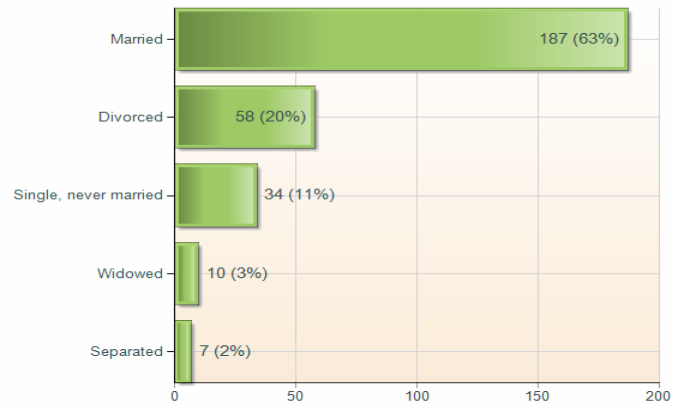
Note: sample size =296

What was your own annual income? (before you quit working because of your disability)



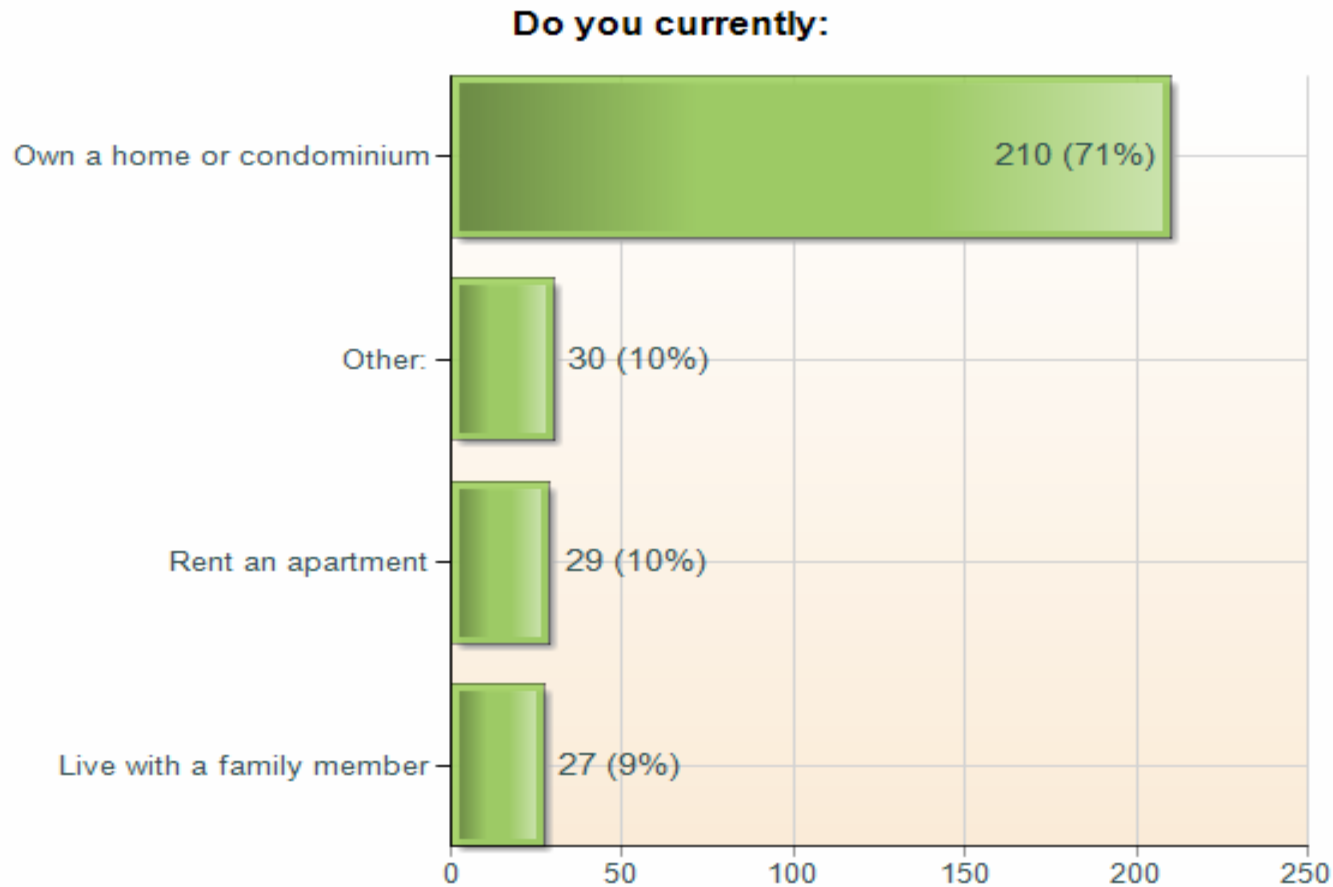
Note: sample size =290

What is your current marital status?



Note: sample size =296

Survey Demographics: Residence



Note: sample size =296

About Allsup

Survey Details

The *Allsup SSDI Claimant Experience Survey* was based on responses from 296 individuals to a mailed survey. The survey was sent to individuals who had been awarded their Social Security Disability Insurance benefits sometime in the past three years, with Allsup as their third-party representative, after first applying for and being denied SSDI benefits on their own. The survey was conducted by mail between June 29 and Sept. 4, 2009.

About Allsup

Allsup is a nationwide provider of Social Security disability, Medicare and workers' compensation services for individuals, employers and insurance carriers. Celebrating its 25th anniversary in 2009, Allsup employs more than 600 professionals who deliver specialized services supporting people with disabilities and seniors so they may lead lives that are as financially secure and as healthy as possible. The company is based in Belleville, Ill., near St. Louis. For more information, visit www.Allsup.com.

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