

From: Social Security Administration, Office of External Affairs <oea.net.post@ssa.gov>
To: Kester, Tonykester@aging.sc.gov
Date: 10/6/2014 3:38:53 PM
Subject: Social Security Recognizes Customer Service Week

Dear Colleague:

Customer Service Week is October 6–10. I would like to take this opportunity to remind you of our deep commitment to providing world-class customer service and to thank the thousands of dedicated employees throughout our country for whom customer service is not just a job, but a mission.

Every day, Social Security's representatives across the nation, as well as in U.S. embassies around the globe, work diligently to resolve issues, explain our programs and services, and provide reliable answers to important questions—one customer at a time. Through their expertise, attentiveness, and compassion, these hard-working men and women exemplify the bold theme of this year's Customer Service Week campaign: *Say Yes to Excellence!* Wherever they serve, our representatives say yes by listening and responding effectively to the needs of the people who rely on us for assistance. For millions of Americans, these committed individuals are the face of Social Security.

We are proud of our front-line employees, and providing outstanding customer service has been—and will always be—a top priority for our agency.

As always, I thank you for your continued support and partnership!

Sincerely,

Maria Artista-Cuchna
Acting Associate Commissioner
for External Affairs

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