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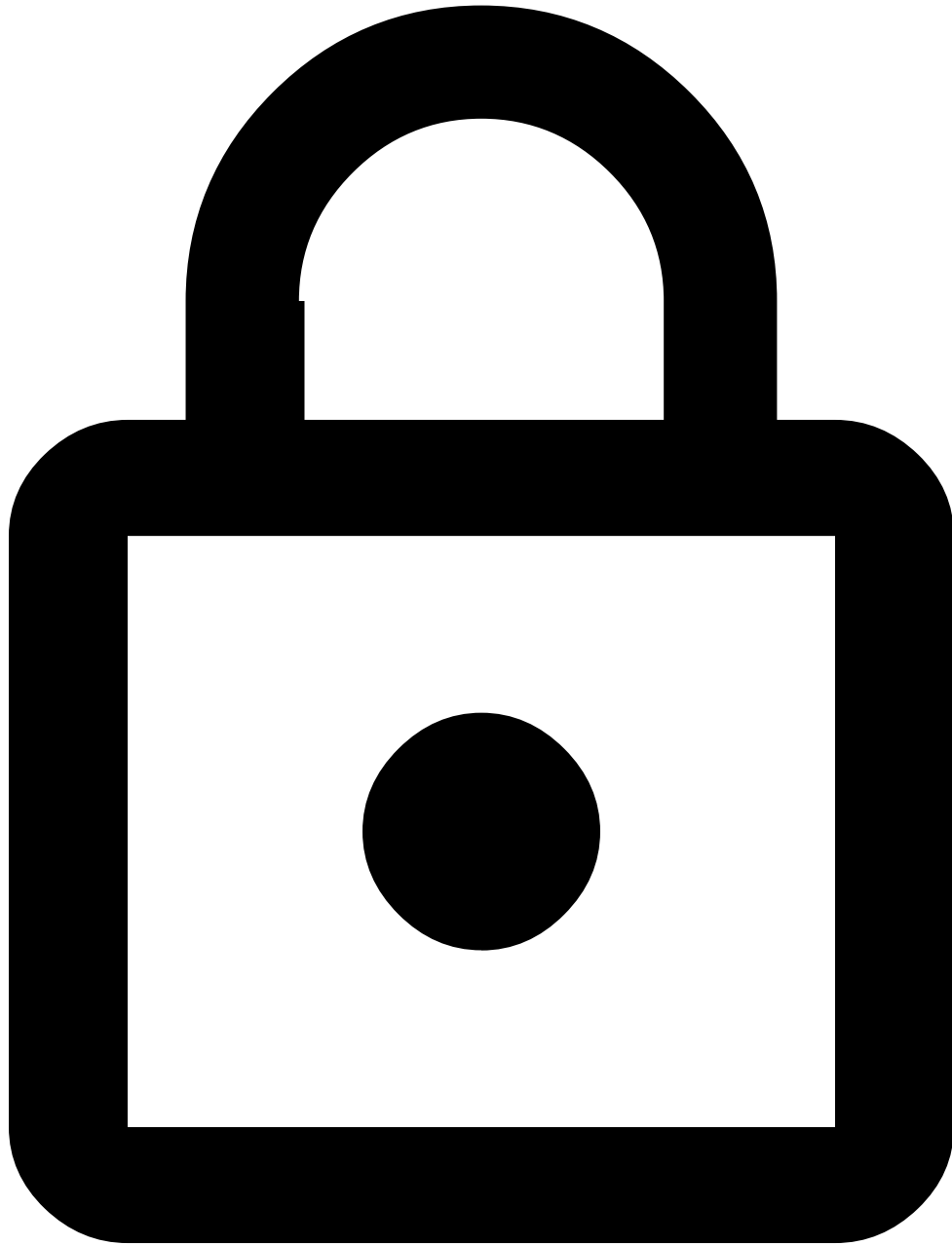
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Press Release

Monday, April 4, 2022
For Immediate Release



Mark Hinkle, Press Officer

press.office@ssa.gov

News Release SOCIAL SECURITY

Statement of Kilolo Kijakazi, Acting Commissioner: Social Security Administration to Resume In-Person Services at Local Social Security Offices Online Services and Telephone Remain Most Convenient Ways to Contact Agency

Print Version

“I am pleased to announce that local Social Security offices will restore in-person services, including for people without an appointment, on April 7, 2022.

To avoid waiting in line, I strongly encourage people, who can, to use our online services at www.socialsecurity.gov, call us, and schedule appointments in advance rather than walking in without an appointment. Phone appointments can save you a trip to a busy office. I thank the public for your patience as we work to increase service.

Customers who walk in without appointments may encounter delays and longer waits at our offices. Be aware that our offices tend to be the busiest first thing in the morning, early in the week, and during the early part of the month, so people may want to plan to visit at other times.

Given that many of the people we serve have health vulnerabilities, and consistent with our union agreements, we are continuing to require certain safety measures including masking, physical distancing, and self-health checks for COVID-19 symptoms. We will provide masks to the public and employees if they need them.

Thoughtful planning and preparation have shaped our process to restore in-person services. Social Security employees are dedicated to serving the public, and we are ready to welcome the public back to our offices. Our local managers understand and can address the needs of their communities. We have also implemented office-to-office support as well as brought recently retired employees back to assist the public. We thank the many interested stakeholders including the Department of Health and Human Services’ Administration for Community Living and national advocate organizations for your help.

Throughout the pandemic, millions of people have used our secure and convenient online services and received help by phone. People who have access to the internet should first try our online services before calling us or visiting an office.

As we transition to a new modern phone system, some people may experience a busy signal or be unintentionally disconnected from their call. We sincerely regret this disruption and recommend people call when our National 800 Number may be less busy, such as before 10 a.m. or after 4 p.m. local time or later in the week. Like our offices, our waits are generally shorter later in the month.

To learn more, please visit www.socialsecurity.gov/coronavirus/gethelp/ and www.socialsecurity.gov/online services/.

Additional Information

Most Social Security services are available to the public online at www.socialsecurity.gov and with a my Social Security account, or by telephone. And most Social Security services do not require the public to take time to visit an office. People may create their my Social Security account, a personalized online service, at www.socialsecurity.gov/myaccount.

People who set up their my Social Security account have access to additional personalized services. They can request a replacement Social Security card online if they meet certain requirements. If they already receive Social Security benefits, they can start or change direct deposit online, request a replacement SSA-1099, and if they need proof of their benefits, they can print or download a current Benefit Verification Letter from their account.

People not yet receiving benefits can use their online account to get a personalized *Social Security Statement*, which provides their earnings information as well as estimates of their future benefits. The portal also includes a retirement calculator and links to information about other online services, such as applications for retirement, disability, and Medicare benefits.

Many Social Security services are also conveniently available by dialing toll-free, **1-800-772-1213**. People who are deaf or hard of hearing may call Social Security's TTY number, **1-800-325-0778**.

To get more Social Security news, follow the Press Office on Twitter [@SSAPress](https://twitter.com/SSAPress).

Press Release

Thursday, March 31, 2022
For Immediate Release



Mark Hinkle, Press Officer
press.office@ssa.gov
News Release SOCIAL SECURITY

Social Security to Offer Self-Attestation of Sex Marker in Social Security Number Records

Print Version

Kilolo Kijakazi, Acting Commissioner of Social Security, announced that the agency will offer people the choice to self-select their sex on their Social Security number (SSN) record. The agency anticipates this option will be available in the fall of 2022.

“The Social Security Administration is committed to reducing barriers and ensuring the fair treatment of the LGBTQ+ community by updating our procedures for Social Security number records,” said Acting Commissioner Kijakazi. “This policy change will allow people to self-select their sex in our records without needing to provide documentation of their sex designation.”

People who update their sex marker in Social Security's records will need to apply for a replacement SSN card. They will still need to show a current document to prove their identity, but they will no longer need to provide

medical or legal documentation of their sex designation once the policy change becomes effective. SSN cards do not include sex markers.

In February 2022, the agency issued guidance instructing employees to accept evidence documents that contain non-binary identifiers (e.g., “X”) for original SSN and replacement SSN card applications, and other updates to the agency’s internal SSN records. The agency is exploring possible future policy and systems updates to support an “X” sex designation for the SSN card application process.

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Press Release

Thursday, March 10, 2022

For Immediate Release



Mark Hinkle, Press Officer

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News Release SOCIAL SECURITY

Social Security and OIG Hold National Slam the Scam Day

Print Version

The Social Security Administration and the Office of the Inspector General (OIG) are partnering to raise public awareness about Social Security imposter scams during the third annual “Slam the Scam” Day on March 10. Social Security scams - where fraudsters attempt to mislead victims into making cash or gift card payments to fix purported Social Security number problems or to avoid arrest - are an ongoing government imposter fraud scheme. For several years, Social Security impersonation scams have been one of the most common government imposter scams reported to the Federal Trade Commission. Social Security has made concerted efforts to address this issue, and extensive outreach and investigative efforts are having a positive impact, decreasing scam reports to OIG by more than 20 percent since 2020.

“I am proud of the work we have done to combat Social Security imposter scams, yet I remain deeply concerned that fraudsters continue trying to deceive people into providing personal information or money,” said Acting Social Security Commissioner Kilolo Kijakazi. “Above all, I urge people to remain alert, hang up if a scammer calls, and ignore their attempts if you receive a suspicious email, text, or letter.”

Criminals are sophisticated and there are many variations of this fraud scheme. For example, scammers may call or email saying they are from Social Security and that the person’s Social Security number is suspended or was used in a crime. The caller identification may be spoofed to appear as a legitimate government number. They may text or email fake documents in attempts to coerce people to comply with their demands. Another common tactic is citing “badge numbers.” In the latest development involving Social Security-related scams, criminals are using fraudulent Social Security letterhead to target individuals for money or personal information.

Social Security will never tell you that your Social Security number is suspended, contact you to demand an immediate payment, threaten you with arrest, ask for your credit or debit card numbers over the phone, ask for gift cards or cash, or promise a Social Security benefit approval or increase in exchange for information or money.

“As we continue working with our law enforcement partners and partners from the private sector to combat these sinister schemes, I urge consumers to simply hang up the phone, or delete suspicious texts and emails, without responding to the scammers,” Social Security Inspector General Gail Ennis said. “That is the easiest and most effective way to avoid falling prey to these vicious scams.”

Today’s events include:

- 1 p.m. ET: @SocialSecurity and @TheSSAOIG participate in a Spanish-language #OjoConLasEstafas on Twitter hosted by @USAgovespanol.
- 3 p.m. ET: @SocialSecurity and @TheSSAOIG participate in a #SlamTheScamChat on Twitter hosted by @USAgov.
- 7 p.m. ET: [Facebook Live](#) with the SSA Office of the Inspector General and the Division of Consumer & Business Education at the Federal Trade Commission.

Social Security employees do occasionally contact the public by telephone for business purposes. Ordinarily, the agency calls people who have recently applied for a Social Security benefit, someone who is already receiving payments and requires an update to their record, or a person who has requested a phone call from the agency. If there is a problem with a person’s Social Security number or record, Social Security will typically mail a letter.

To report a scam attempt, go to oig.ssa.gov. For more information, please visit www.socialsecurity.gov/scam and www.socialsecurity.gov/antifraudfacts/.

To get more Social Security news, follow the Press Office on Twitter [@SSAPress](#).

Press Release

Wednesday, January 19, 2022

For Immediate Release



Mark Hinkle, Press Officer

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News Release SOCIAL SECURITY

Statement from Kilolo Kijakazi, Acting Commissioner of Social Security, about Agency Reentry

Print Version

“I am very pleased to share that we have successfully reached agreement with our three labor unions on our reentry plan.

This will be a significant step toward improving access to our services as we implement this plan.

I want to thank our labor representatives for working with management to achieve this outcome, which will help us better serve the public.

I also want to thank the public and our employees for their patience during this unprecedented time.

I know the public will have questions about what this means to them.

For now, you should continue to reach us online at www.socialsecurity.gov or by calling our National 800 Number or your local office. We will let you know when we are able to restore additional services.”

To get more Social Security news, follow the Press Office on Twitter [@SSAPress](https://twitter.com/SSAPress).

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