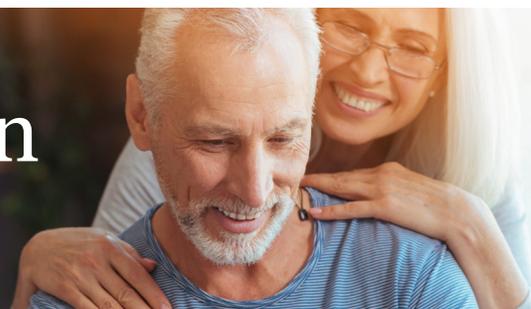


Social Security Connection

See what you can do online



June 2020
Volume 19

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Field Office Hours Suspended
(effective March 17, 2020)

Face-to-face service to the public in our field offices and hearings offices nationwide has been suspended until further notice, due to the Coronavirus (COVID-19) pandemic. Please consider visiting us online:

SSA.gov



my Social Security

Check out your *Social Security Statement*, change your address and manage your benefits online today.

SSA.gov/myaccount



Social Security Number

Your Social Security number remains your first and continuous link with Social Security.

SSA.gov/ssnumber



Social Security's Online Services Are Ready for Business

During this time when our physical offices are closed to the public, you may wonder, "How can I get help from Social Security without visiting an office?" You can find the answer at **www.ssa.gov/onlineservices**, which links you to some of our most popular online services. You can apply for retirement and disability benefits, appeal a decision, and do much more.

Our newest **my Social Security** feature, Advance Designation, enables you to identify up to three people, in priority order, who you would like to serve as your potential representative payee in the event you ever need help managing your benefits. We have updated our Frequently Asked Questions at **faq.ssa.gov/en-us/Topic/article/KA-10039** to answer questions you may have about Advance Designation.

You can also apply for Medicare online in less than 10 minutes with no forms to sign and often no required documentation. We'll process your application and contact you if we need more information.

Visit **www.ssa.gov/benefits/medicare** to apply for Medicare and find other important information. If you're eligible for Medicare at age 65, your initial enrollment period begins three months before your 65th birthday and ends three months after that birthday.

We've organized our Online Services webpage into four popular categories for easy navigation:

- **Review Your Information.** You can access your secure, personal information and earnings history to make sure everything is correct. You can even print statements with ease.
- **Apply for Benefits.** You can apply for retirement, disability, and Medicare benefits without having to visit a field office.
- **Manage Your Account.** You can change your direct deposit information and your address online.
- **Find Help and Answers.** We've answered your most frequently asked questions, and provided links to publications and other informational websites.

Let your family and friends know they can do much of their business with us online at **www.ssa.gov**.



Securing today
and tomorrow



Benefit Planner

Social Security has a variety of calculators to help you understand your Social Security protection and plan for your financial future.

[SSA.gov/planners](https://ssa.gov/planners)



FAQs

Get answers to frequently asked questions about Social Security.

[SSA.gov/faq](https://ssa.gov/faq)

SOCIAL SECURITY MATTERS

Social Security's blog has the most up-to-date articles on what matters to you most. It's easy to read and easy to share.

blog.ssa.gov

Follow us!



Securing today and tomorrow



Social Security and Protecting Elders from Scams

June is World Elder Abuse Awareness Month. Throughout the month, government agencies, businesses, and organizations sponsor events to unite communities, seniors, caregivers, governments, and the private sector to prevent the mistreatment of and violence against older people.

Scammers often target older people. They use fear to pressure people into providing personal information or money. In times like the current pandemic when people are particularly vulnerable, scammers will pretend to be government employees, often from Social Security, to gain people's trust to steal their money and personal information. The most effective way to defeat scammers is by knowing how to identify scams then hanging up or ignoring the calls.

What you can do

If you get a Social Security scam phone call, hang up, report it to our law enforcement office

at oig.ssa.gov, and tell your family and friends about it! We're telling as many people as we can that government agencies will never:

- Tell you that your Social Security number has been suspended.
- Tell you about crimes committed in your name, or offer to resolve identity theft or a benefit problem in exchange for payment.
- Request a specific means of debt repayment, like a retail gift card, prepaid debit card, wire transfer, internet currency, or cash.
- Insist on secrecy about a legal problem, or tell you to make up stories to tell family, friends, or store employees.

Scammers continue to develop new ways to mislead you. They might use the names of Social Security officials and tell you to look them up on our public websites (where they learned the names themselves). Or, they might email you official-looking documents with a letterhead that looks like it's from Social Security or Social Security's Office of the Inspector General (OIG). Don't believe them! Social Security will **NEVER** email you attachments that have your personal information in them.

If you ever owe money to Social Security, the agency will mail you a letter, explaining your payment options and your appeal rights. If you get a call about a Social Security problem, be very cautious. If you do not have ongoing business with the agency, or if the caller mentions suspending your Social Security number or makes other threats, the call is likely a scam. Ignore it, hang up, and report it to us at oig.ssa.gov. We are working to stop the scams and educate people to avoid becoming victims.

Protect Yourself from Social Security Scams

Telephone and email scammers are pretending to be government employees. Scammers will try to scare you and trick you into giving them your personal information and money. Don't be fooled! Social Security will **not**:

- Threaten you
- Tell you there is a problem with or suspend your Social Security number
- Demand immediate payment from you
- Require payment by retail gift card, pre-paid debit card, internet currency, wire transfer, or by mailing cash



If you receive a call or email like this, please report it to the Office of the Inspector General at oig.ssa.gov.