



Social Security Administration

24-Hour Telephone Service

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Social Security's Toll-Free 800-Number Service

We have toll-free telephone service to provide you, our customer, with a convenient, easy way to conduct your Social Security business. Our toll-free number, **1-800-772-1213**, is available any time; you can call 24 hours a day, including weekends and holidays. **You can speak to a representative from 7 a.m. to 7 p.m. on business days.**

Who Answers The 800 Number?

The employees who answer Social Security's national telephone lines are fully trained representatives, just like the people who help you if you choose to visit a Social Security office. They use computer equipment and have access to your Social Security records. This means you can handle most of your business using the 800-number telephone system.

Why Call The 800 Number?

We can take care of most of your Social Security business by telephone when you call the toll-free 800 number between 7 a.m. and 7 p.m. The following are some of the services available. Call to—

- schedule an appointment to apply for Social Security retirement, survivors or disability benefits, Supplemental Security Income, Medicare or other services;
- change your address;
- sign up to send your Social Security benefit check directly to your bank; and
- find out how work affects your Social Security benefits.

For your convenience, we also offer **automated services** 24 hours a day. You can request—

- an application for a new or replacement Social Security card;
- a *Personal Earnings and Benefit Estimate Statement* (SSA-7005), which gives you an estimate of your Social Security benefit based on your lifetime earnings;
- a benefit verification (the amount of Social Security benefits you receive each month);
- the location of the closest Social Security office;
- a variety of publications; or
- general information messages.

When Should You Call Us?

Our lines are busiest early in the week and early in the month, so, if your business can wait, it's best to call at other times. However, if you are planning to file for benefits, you should call us as soon as possible. You can speak to a representative or make an appointment between the hours of 7 a.m. and 7 p.m. on business days.

Recorded information and services are available 24 hours a day, including weekends and holidays. A recorded message will tell you

how to leave your name and address, when needed, so we can complete your request. We'll respond to you by mail.

People who are deaf or hard of hearing may call our toll-free "TTY" number, 1-800-325-0778, between 7 a.m. and 7 p.m. on business days.

To Help Us Serve You Better

When you call, you can help us serve you by having—

- your Social Security number handy;
- a list of questions you want to ask;
- any recent correspondence you received from us; and
- a pencil and paper to record information and answers to your questions.

Your Privacy Is Important

We treat all calls confidentially—whether they're made to our toll-free numbers or to one of our local offices. When you call, we'll ask you several questions to help us verify your identity. If you ask a friend or family member to call Social Security, you need to be with them so we can ask your permission to discuss your Social Security business with that person.

We also want to make sure that you receive accurate and courteous service. That's why we have a second Social Security representative monitor some incoming and outgoing telephone calls.