



Social Security

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 with a convenient, easy way to conduct your Social Security business. Whether you need general information or to ask a specific question about your benefits, you can call our toll--free number, **1--800--772--1213**, 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.** 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.

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.

What Can We Do For You?

Following are some of the services available when you call the 800 number. You can 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, **automated services** are available 24 hours a day. 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. You can request—

- an application for a new or replacement Social Security card;
- a *Request for Earnings and Benefit Estimate Statement (SSA--7004)*, which gives you an application for an estimate of your Social Security benefits 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; or
- a replacement Medicare card.

After 7 p.m., you can use the automated services to request a variety of publications or listen to general information messages.

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.

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.

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.

Social Security's
Toll--Free Number
1-800-772-1213
Internet: www.ssa.gov