




HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Sidonie Squier, Secretary
Marilyn Martinez, Acting Director

General Information Memorandum

ISD-GI 14-04

TO: ISD Employees
FROM:  Marilyn Martinez, Acting Director, Income Support Division
RE: SSA print outs of benefits no longer available
DATE: January 27, 2014

This memorandum provides guidance to some important upcoming changes to the services provided at the Social Security offices. As of February 2014, the Social Security Administration (SSA) will no longer offer Social Security number (SSN) printouts and benefit verification information in their field offices. The SSA has invested in technology that offers more convenient, cost-effective, and secure options for customers to obtain service without visiting a local office.

Because the SSN printout is not an official document with security features, and is easily duplicated, misused, shared illegally, or counterfeited, eliminating this print out will help prevent fraud. Employers, Departments of Motor Vehicles, and other entities requiring SSN verification can obtain this information in real time or overnight using online government services such as E-Verify and Social Security's Business Services Online. Beneficiaries and recipients needing a benefit verification letter can obtain one **immediately** by registering for a *my* Social Security account at www.socialsecurity.gov/myaccount, or through the mail within 5–7 days by calling our national toll-free number, 1-800-772-1213.

To ensure a smooth transition, they will continue providing these services if requested until April 2014.

For future updates and news visit www.socialsecurity.gov/thirdparty .

This GI has been posted to the forms drive:\\[disfasv025\ISDForms](#) , and will also be posted to the new website.

If you have questions regarding this GI, please contact Richard McIntyre at (505)827-3142 or by e-mail at Richard.McIntyre@state.nm.us.



CHANGES WITH SOCIAL SECURITY PRINT OUTS FROM THE SSA OFFICE

There are some important upcoming changes to the services provided at the Social Security offices. Please make any necessary changes to items that might mention the SSN printout or benefit verification letter. As of February 2014, the Social Security Administration (SSA) will no longer offer Social Security number (SSN) printouts and benefit verification information in their field offices.

To ensure a smooth transition, they will continue providing these services if requested until April 2014. They are making these changes to meet the increasing demands for SSA services at the same time that the agency budget has been significantly cut by over \$1B in each of the last three years. During this same time period they have invested in technology that offers more convenient, cost-effective, and secure options for customers to obtain certain services without visiting a local office.

Because the SSN printout is not an official document with security features, and is easily duplicated, misused, shared illegally, or counterfeited, eliminating it helps prevent fraud. Employers, departments of motor vehicles, and other entities requiring SSN verification can obtain this information in real time or overnight using online government services such as E-Verify and Social Security's Business Services Online. Beneficiaries and recipients needing a benefit verification letter can obtain one **immediately** by registering for a *my* Social Security account at www.socialsecurity.gov/myaccount, or through the mail within 5–7 days by calling our national toll-free number, 1-800-772-1213.

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