

- **HAPPY HOLIDAYS FROM SOCIAL SECURITY**
- **WE'RE MAKING IT EASIER TO DO BUSINESS WITH US ONLINE**

- 3 **SSA TALKS: CHILD BENEFITS**
- 3 **ATTORNEY FEE CAP INCREASE**
- 4 **SOCIAL SECURITY'S TOP 10 WEBPAGES FOR 2025**



The Social Security Star

HAPPY HOLIDAYS FROM SOCIAL SECURITY



We hope your holidays are filled with joy and warmth. During this and every season, we want you to know that we are here to serve you. Did you know that our online services are available to help you do business with us in an easy, convenient, and secure way?

You can create a personal *my Social Security* account online to:

- Apply for retirement, spouse, or disability benefits.
- Request a replacement Social Security card.
- Check your application or appeal status.
- Request a name change (in some cases you may have to visit your local office).

If you receive benefits, you can use your personal *my Social Security* account to:

- Change your address. (Social Security benefits only)
- Change your direct deposit information. (Social Security benefits only)
- Instantly get proof of benefits.
- Print your SSA-1099.

If you do not receive Social Security benefits, you can use a personal *my Social Security* to:

- Get personalized retirement, spouse, or disability benefit estimates.
- Get your Social Security Statement.
- Get instant proof that you do not receive benefits.

You can use these services on the go or from the comfort of your home. Please visit www.ssa.gov/myaccount to view the services available to you.

If you cannot use our online services, you may be able to use our automated telephone services by calling 1-800-772-1213. Automated services are always available.

Have a safe, happy holiday season and know that we are here for you.

Need a Social Security card?

You may be able to start or complete your request online. Scan the QR code to get started.



1. Open the camera app on a smart phone or tablet.
2. Point the camera at the QR code.
3. Tap the banner that appears.

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WE'RE MAKING IT EASIER TO DO BUSINESS WITH US ONLINE



We've listened to your feedback concerning your preference to do business with us online. You want the option to submit forms, evidence, and other information electronically. You also want to sign documents electronically before submitting them.

This year we released *eSignature/Upload Documents* as an option to submit documents. This new, online service option allows our employees to electronically request, and our customers to electronically submit, 50 forms and nearly 80 types of evidence. This option eliminates the need to mail, fax, or deliver information to a local Social Security office. By streamlining our document submission process and reducing mail, we are improving the way you do business with us.

How Does it Work?

1. Our employee sends the customer a link with the request for the forms and evidence we need to process their application.
2. The customer authenticates by signing in to, or creating, their personal my Social Security account at www.ssa.gov/myaccount. The customer then reviews the request, completes the form, electronically signs (when signatures are required), and uploads the completed forms and any supporting evidence to our portal.

Note: Customers have 30 days to electronically submit requested information and may receive an email reminder. If the electronic request expires, they can contact our office to ask for a new request or submit the forms and information by mail, fax, or by visiting an office.

To learn more about Upload Documents, visit our FAQ webpage at faq.ssa.gov/en-US/Topic/?id=CAT-01360.

Online Forms and Signature Removal

In addition to the eSignature/Upload Documents option, we are converting many of our frequently used forms to more convenient online versions. Customers will have the option to complete a user-friendly, fillable online form, then electronically sign and submit it.

Some of our frequently used forms now available to sign and submit electronically include:

- SSA-827, *Authorization to Disclose Information to Social Security Administration.*
- SSA-820/821, *Work Activity Reports.*
- SSA-632, *Request for a Waiver of Overpayment Recovery.*
- SSA-634, *Request for Change in Overpayment Recovery Rate.*

We have removed the signature requirement for 12 of our most used forms. These forms include:

- SSA-L4201, *Employer Requesting Wage Information.*
- SSA-789, *Request for Reconsideration/Disability Cessation Right to Appear.*
- SSA-787, *Statement of Patient’s Capability to Manage Benefits.*

To learn more about the removal of signature requirements from certain Social Security forms, check out our YouTube video *Signature Removal from SSA Forms* at www.youtube.com/watch?v=vmben-skPo4&t=2s.

Whether you do business with us online, by phone, or in person, we’re committed to making it easier for you. We continue to explore more opportunities to make doing business with us easier. Please share this information with others.

Most Social Security services are available online by visiting www.socialsecurity.gov, and by calling Social Security toll-free at 1 (800) 772-1213 or 1 (800) 325-0778 TTY

Remember, visit www.ssa.gov/agency/emergency/ for up-to-date information about Social Security Office Closings and Emergencies. Subscribe to state or territory specific updates!

SSA TALKS: CHILD BENEFITS



Kathleen Romig, Senior Advisor in the Office of the Commissioner, joined the latest episode of *SSA Talks* to discuss the Social Security benefits available to children. These include:

- **Survivors benefits** for children if their parent dies. For more information, please read our publication titled *Survivor Benefits* at www.ssa.gov/pubs/EN-05-10084.pdf.
- **Supplemental Security Income (or SSI)** for children if they have a disability or blindness and their families have limited income and resources. Visit our SSI webpage at www.ssa.gov/ssi to learn more.
- **Child benefits also known as “family benefits”** on the record of a parent receiving retirement or disability benefits. For more information, please read our publication titled *Benefits for Children* at

www.ssa.gov/pubs/EN-05-10085.pdf.

- **Social Security Disability Insurance Benefits for Youth with Disabilities** for adults who have a disability that began before they reached age 22. These benefits are paid from their parent’s Social Security earnings record. For more information, please read our publication titled *Benefits for Children with Disabilities* at www.ssa.gov/pubs/EN-05-10026.pdf.

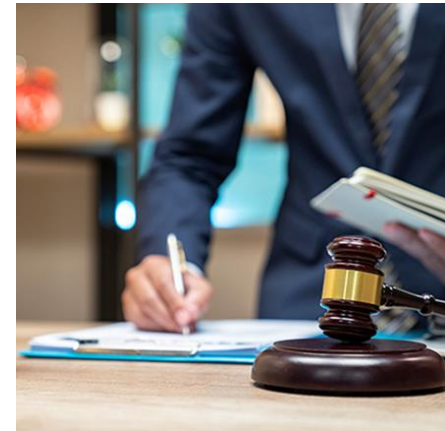
As an advocate and the mother of a child with disabilities, Kathleen knows well the challenges that children and their families encounter. During the episode she discusses how Social Security benefits and SSI help children. She also explains how we are taking more proactive steps to reach children who may be eligible for our benefits and programs.

You can listen to the episode on our *SSA Talks* webpage at www.ssa.gov/news/audio-series.html and subscribe to receive alerts about future episodes. You can also listen to previous episodes like “Commissioner O’Malley’s Top Priorities” and “Will Social Security be there when i retire?”.

For more information and news about Social Security, check out our Communications Corner webpage at www.ssa.gov/news.

Please share this with your friends and family – and post it on social media.

ATTORNEY FEE CAP INCREASE



Effective November 30, 2024, there will be an increase to the fee cap representatives can charge for help when you do business with Social Security. The maximum dollar amount for fee agreements approved by Social Security will increase from **\$7,200 to \$9,200**.

If a fee agreement is not filed, a representative can submit a fee petition after completing work on your claim(s). We’ll review the value of your representative’s services. We’ll also let you know the fee your representative is authorized to charge and collect.

For more information, please read our publication, *Your Right to Representation*, at www.ssa.gov/pubs/EN-05-10075.pdf.

**SOCIAL SECURITY'S TOP 10
WEBPAGES FOR 2025**



[SSA.gov](https://www.ssa.gov) is your best resource to learn about Social Security programs and benefits and conduct business with us. Our website is designed to make it easy for you to find what you need.

Here are our top 10 webpages:

1. **my Social Security** — You can open a personal **my Social Security** account to verify your earnings, view your *Social Security Statement*, get benefit estimates, and more, at www.ssa.gov/myaccount.
2. **Social Security blog** — You can find the latest Social Security news and updates at blog.ssa.gov. You can easily share these informative articles with others.
3. **Frequently Asked Questions (FAQ)** — Do you need answers to Social Security-related questions? Visit www.ssa.gov/faq to find answers to common

questions and other valuable information.

4. **Retirement application** — You can complete and submit your online application for retirement benefits in as little as 15 minutes at www.ssa.gov/retirement.
5. **Disability application** — You can apply for disability benefits online at www.ssa.gov/benefits/disability.
6. **Publications** — Visit our online publication library for information about key subjects at www.ssa.gov/pubs (includes audio versions).
7. **Medicare** — Sign up for Medicare at www.ssa.gov/medicare/sign-up.
8. **Online Services** — You can take care of most business with us by visiting www.ssa.gov/onlineservices.
9. **People Helping Others** — Use these resources to help your family and others in your community at www.ssa.gov/thirdparty.
10. **Fraud and Scam Prevention and Reporting** — Learn how to recognize and report Social Security fraud and scams at www.ssa.gov/fraud.

Remember, if you need information or want to do business with us, the first place to go to is our website. Please share these top resources with your loved ones.

**DO YOU SUSPECT SOMEONE OF
COMMITTING FRAUD, WASTE, OR
ABUSE AGAINST SOCIAL SECURITY?**

**REPORTING FRAUD TO THE SSA
OFFICE OF THE INSPECTOR GENERAL
IS EASY, SAFE, AND SECURE.**

**REPORT SOCIAL SECURITY SCAMS AT
[HTTPS://SECURE.SSA.GOV/OIG/FRAUD/](https://secure.ssa.gov/OIG/Fraud/)**

**REPORT OTHER SOCIAL SECURITY
FRAUD, WASTE, AND ABUSE AT
[HTTPS://SECURE.SSA.GOV/OIG/SCAM/](https://secure.ssa.gov/OIG/Scam/)
OR VIA U.S. MAIL:**

**SOCIAL SECURITY FRAUD HOTLINE
PO BOX 17785
BALTIMORE, MD 21235**

**FAX:
(410) 597-0118
PHONE:
(800) 269-0271
(866) 501-2101 TTY**

**10:00 A.M. TO 4:00 P.M. ET,
MONDAY TO FRIDAY,
EXCEPT FEDERAL HOLIDAYS**