FACT SHEET

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During COVID-19- Social Security Continues to Work for You

As of March 17, 2020, the Social Security Administration closed all local offices to the public for in-person service due to the COVID-19 pandemic. Even though the local offices are closed, the Social Security Administration is open and continue to work for beneficiaries. Here is what you need to know:

1. All Social Security & Supplemental Security Income (SSI) payments continue to be distributed either by director deposit or mail.

2. To access Social Security services, do the following in order:

   a. **SSA Online**: Before calling SSA, save time and visit the SSA online services at www.ssa.gov/onlineservices/ for convenient and self -serve, secure options.

   b. **Call Your SSA Local Office**: If you are not able to use the online services, try contacting the SSA employees in your local office by telephone. You can find the phone number for your local office by using the https://secure.ssa.gov/ICON/main.jsp and looking under Additional Office Information.

   c. **Call the SSA National Office:** If you cannot use the online services or reach your local office, you may call the National 800 Number (**1-800-772-1213 / TTY 1-800-325-0778).** By using the automated telephone services option, you may not need to speak to an agent. If you do need to speak to an agent, please be aware that wait times for an agent can last 90 minutes or longer.

3. All Economic Impact Payments are being distributed by the US Treasury Department (Not the Social Security Administration). For inquiries, go to the IRS website at: www.irs.gov/coronavirus/economic-impact-payments

RESOURCE

To receive alerts from the SSA COVID-19 webpage, when the page is updated or changed, subscribe at: https://www.ssa.gov/coronavirus/