

**Addendum to the Supporting Statement for  
Request a Proof of Income Letter (BEVE)  
Internet Application  
20 CFR 401.40  
OMB No. 0960-0595**

**Revisions to the Collection Instrument**

SSA is making the following revisions:

We are revising the information collection to include the release of the enhanced Internet Request a Benefit Verification Letter (iBEVE) application. The enhanced iBEVE application will ultimately replace the current BEVE application, as it will include current and additional functionality not currently available with the BEVE application. In addition, the name of the application will change from the *Request a Proof of Income Letter (BEVE)* application to the *Request a Benefit Verification Letter (iBEVE)* application. Below is a description of the differences in applications along with detailed information of the screen changes:

Future release of new application:

The Social Security Administration (SSA) will enhance the current Request a Proof of Income Letter (BEVE) internet application with the release of a new Internet Request a Benefit Verification Letter (iBEVE) application. SSA has yet to determine the expected release date, as the implementation of iBEVE is contingent upon our release of the Public Credentialing and Authentication Process and the MySocialSecurity.gov initiative.

Upon our successful national implementation of both the Public Credentialing and Authentication Process and MySocialSecurity initiative, SSA expects to retire the current BEVE application. The new iBEVE application will allow title 2, title 16, and Medicare beneficiaries to access their benefit verification letter immediately. The current BEVE application only allows title 2, title 16, and Medicare beneficiaries to submit an electronic request to have SSA mail the benefit verification letter via United States Postal Service (USPS). In addition to allowing instant access to the benefit verification letter, the new iBEVE application provides printing, saving, and maintaining the current mail functions.

New application authentication process:

An increased authentication process is required with the release of the new iBEVE application since the letter contains personally identifiable information (PII) and access is immediate. Therefore, title 2, title 16, and Medicare beneficiaries will authenticate using a PIN/Password authentication process rather than the Knowledge Based Authentication (KBA) process used in the current BEVE application. SSA's PIN/Password process will use the authentication criteria established by the new initiative. Therefore, the new iBEVE application will be using the Public Credentialing and Authentication Process upon its implementation. Thus, iBEVE implementation is contingent on OMB clearance of the new Public Credentialing and Authentication Process. We will submit the new Information Collection Request for this initiative on or about August 1, 2011.

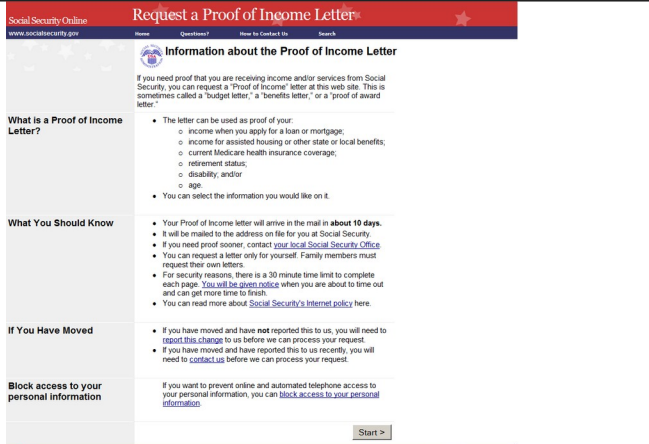
Possible overlap of current and future applications:

The current BEVE application along with the new iBEVE application will simultaneously be in production until we have established a successful national implementation of the Public Credentialing and Authentication Process and MySocialSecurity.gov initiatives. This overlap insures all current BEVE users can access the new iBEVE application under the new Public Credentialing and Authentication Process and MySocialSecurity.gov framework.

Descriptions of screen changes:

The iBEVE application screens will be on the MySocialSecurity.gov framework with a new design template that is in-line with the SSA.gov pattern. Below is detailed information about each screen change.

Screen number from the BEVE application, as they relate to the order of the iBEVE application:

Screen #	In current BEVE application	In future iBEVE application
1		

The removal of BEVE screen #1 from the new iBEVE path is required. This screen is an informational screen with hyperlinks to other informational pages. The hyperlinks are accessible from either the MySocialSecurity.gov portal, or the Public Credentialing and Authentication Process authentication screens prior to entering iBEVE. The following hyperlinks in the current BEVE screen have been deemed unnecessary within the iBEVE screen #1:

- Your local Social Security Office: This link is available on the SSA homepage before the user arrives to the BEVE application. It will remain on the SSA homepage.
- You will be given notice: This link displays a copy of the screen users are displayed when inactive on any particular screen for more than 25 minutes. This is true on all screens behind authentication. Therefore, the need to display this link, although displayed automatically to the user, is not necessary.
- Social Security’s Internet policy: This link will be available from the Public Credentialing and Authentication Process screens.
- Report this change: This link redirects users to the Change of Address (COA) application. The MySocialSecurity.gov portal will present access to the COA application before the user enters the iBEVE application.
- Contact Us: This link is available on the SSA homepage and accessible from the MySocialSecurity.gov portal.
- Block access to your personal information: This link is in the Public Credentialing and Authentication

Process path and part of the business process for this application.

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Social Security Online  
www.socialsecurity.gov

Request a Proof of Income Letter

Form Approved: OMB No. 0960-0595  
Expires 08/31/2011

**Public Agreement**

Social Security provides this website for your convenience.

**The Privacy Act Statement**  
Social Security is allowed to collect the facts on this form under Section 205 of the Social Security Act. We need these facts to quickly identify who you are and provide the information you requested. Giving us these facts is voluntary. However, without them we may not be able to give you the information that you want. The Social Security Administration will not use the information for any other purpose. If you want to read more information on this subject, read [The Collection and Use of Information from Your Application](#).

**Paperwork Reduction Act**  
This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the [Paperwork Reduction Act of 1995](#). You do not need to answer these questions unless we display a valid Office of Management and Budget control number. The OMB control number for this form is 0960-0595, expiration date 08/31/2011. We estimate that it will take about 10 minutes to read the instructions, gather the facts, and answer the questions. You may send comments on our time estimate above to: SSA, 1338 Annex Building, Baltimore, MD 21235-0001. Send only comments on our time estimate to this address, not the completed form.

By using this website, you agree to its limitations.

N/A

The iBEVE application does not contain a Public Agreement screen. The Paperwork Reduction Act displayed on screen #2 of the current BEVE application, is accessible from screen #1 in the iBEVE application. It is a link on the top right-hand corner of screen #1 in iBEVE, along with the OMB number and expiration date. SSA's Office of General Council has deemed the Privacy Act Statement unnecessary in the new iBEVE application as the application no longer collects personal information.

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Social Security Online  
www.socialsecurity.gov

Request a Proof of Income Letter

Form Approved: OMB No. 0960-0595  
Expires 08/31/2011

**Please Log In**

To start your request, we need to know who you are. Please provide the following information to identify yourself.

**Your Social Security Number:**  
Use your own number even if you are receiving benefits as a spouse, child, or parent under another person's number.

**First Name:**  
Enter Your First Name

**Middle Initial:**  
Enter Your Middle Initial

**Last Name:**  
Enter Your Last Name

**Suffix:**  
Select A Suffix (if any)

**Other Last Name (if any):**  
For example, your name as shown on a recent letter from Social Security.

**Your Date of Birth:**  
Month, Day, Year

Have you had a recent change of address that has not been reported to Social Security?  Yes  No

N/A

The BEVE Log In screen has been removed from the iBEVE screen path as authentication happens outside of the application (authentication is now completed in the Public Credentialing and Authentication Process). If a user does not pass authentication, the user cannot access the iBEVE application. Therefore, once the user is displayed screen #1 of the iBEVE application, full authentication has already occurred within the Public Credentialing and Authentication Process.

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The Information To Be Included In The Letter screen is the selection screen. It is the first screen in the iBEVE path. In the BEVE path, this is the fourth screen in the path. The new iBEVE path, will begin here, as users will enter the application upon authentication through the Public Credentialing and Authentication Process; and make a selection to enter iBEVE from the MySocialSecurity.gov portal. The Information To Be Included In The Letter screen has been modified to the “What information would you like in your letter?” screen. We based the modifications on Usability Test feedback conducted with members of the general public. In an effort to clarify and simplify selections, we have narrowed available options to:

- Amount of benefit(s);
- Type of benefit(s) (disability, SSI, retirement, survivors, etc.);
- Medicare entitlement; and,
- Date of birth.

The options will continue to provide the same verification selections as those in the current BEVE application.

The “Learn more about your benefit verification letter” link provides information on the benefit verification letter and reasons for its use, similar to the information in screen 1 of the current BEVE application.

### What is a Benefit Verification Letter?

If someone asks you to show proof of the benefits you receive from Social Security, you can get a "benefit verification" letter from us. The person asking may be a landlord, a social worker or someone from a bank or other business or agency who needs this information from you. You can also use the letter to show that you have Medicare or the date of birth we have for you on our records.

Close

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Social Security Online  
www.socialsecurity.gov

## Request a Proof of Income Letter

**Confirmation**

**Thank you!**

We received your request for a Proof of Income letter on March 19, 2009. The following information will appear in your letter.

**What You Should Know**

- You should receive your letter by March 29, 2009.
- It will be mailed to the address Social Security has on file for you.
- If you do not receive it by March 29, 2009, please call us Monday-Friday 7:00 a.m.-7:00 p.m. at 1-800-772-1213 or, if you are deaf or hard of hearing, on our TTY number at 1-800-325-0776.

**Does someone else in your household want to request a Proof of Income letter now?**  Yes  No

We suggest you print this page for your records. Use your browser's "print" function to print this transaction.

[Continue >](#)

John Q. Public | Sign Out | Text Size | Accessibility Help

## Social Security

My Social Security | Account Settings

### Get a Benefit Verification Letter

<b>Print Your Letter</b> After you have printed your letter, please remember to continue to the bottom of the page. <a href="#">Print your letter</a>	<b>Save Your Letter</b> After you have saved your letter, please remember to continue to the bottom of the page. <a href="#">Save your letter</a> <small>Adobe Reader is required for saving your letter.</small>	<b>Mail Your Letter</b> I would like my letter mailed to the address displayed on this page. (It can take up to 10 days to receive your letter.) <a href="#">Mail your letter</a>
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**Your Letter**

**Social Security Administration**

Date: February 25, 2011  
Claim Number: 100-034-6789

John Q. Public  
1234 Sample Avenue  
Baltimore, MD 12345-1234

You asked us for information from your record. The information that you requested is shown below. If you want anyone else to have this information, you may send them this letter.

**Information About Current Social Security Benefits**

Beginning January 2010, the full monthly Social Security benefit before any deductions is \$ 1200.00.

Social Security benefits for a given month are paid the following month. (For example, Social Security benefits for March are paid in April.)

Your Social security benefits are paid on or about the third Wednesday of each month.

**Medicare Information**

You are entitled to hospital insurance under Medicare beginning January 2000.

You are entitled to medical insurance under Medicare beginning January 2000.

**If You Have Any Questions**

If you have any questions, you may call us at 1-800-772-1213, or call your local Social Security office at 866-531-5942. We can answer most questions over the phone. You can also write or visit any Social Security office. The office that serves your area is located at:

SOCIAL SECURITY  
ROOM 200  
1010 PARK AVE  
BALTIMORE, MD 21201

If you do call or visit an office, please have this letter with you. It will help us answer your questions.

Regional Commissioner for Philadelphia

[Done](#) [Previous](#)

The confirmation screen has been removed from iBEVE screen path. The reason we removed the confirmation screen is:

- Users have two additional options; print and save. With these two additional options, confirming that users have successfully printed and saved is not viable. Users may have inadequate printers or saving capabilities therefore confirming tasks is not necessary.
- No need for users to confirm they have accessed the letter, as it will be displayed on the screen.

Unlike the BEVE application, upon making selections of the information to be verified on the letter, the iBEVE application will automatically display the benefit verification letter on the screen. This screen is screen number two in the iBEVE screen path.

If a users selects to save the letter, a lock PDF will appear on the screen to allow the user to save the letter. If a user selects to print the letter, a print dialog box will appear on the screen.

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The screenshot shows the Social Security Administration's 'Get a Benefit Verification Letter' page. At the top, there is a user profile for 'John Q. Public' with a 'Sign Out' link. The page title is 'Social Security' and the main heading is 'Get a Benefit Verification Letter'. A green confirmation box states: 'Congratulations! We have received your request for a Benefit Verification Letter on February 25, 2011. You should receive your letter by March 7, 2011.' Below this are three columns: 'Print Your Letter' with a 'Print your letter' link, 'Save Your Letter' with a 'Save your letter' link and a note that 'Adobe Reader is required for saving your letter', and 'Mail Your Letter' with a note 'You have already made a request to mail your letter.' The 'Your Letter' section shows a preview of the letter with the following text: 'Social Security Administration', 'Date: February 25, 2011', 'Claim Number: XXX-XX-6789', 'John Q. Public', '1234 Sample Avenue', 'Baltimore, MD 12345-1234'. The letter body contains information about current Social Security benefits, Medicare information, and contact details for the Social Security office in Baltimore, MD 21201. At the bottom of the preview, it says 'Regional Commissioner for Philadelphia'. Navigation buttons 'Done' and 'Previous' are at the bottom of the page.

This is a duplicate screen from the prior screen. The difference in this screen is the confirmation test box above all the action links; print, save, and mail. This confirmation is only for the mail option. The print and save options will not have confirmations as the application cannot determine task compliance with those actions.

### Other Minor Revisions to the Collection Instrument

We are revising the PRA statement in the current BEVE application to show the correct estimated response time of 5 minutes instead of 10 minutes.