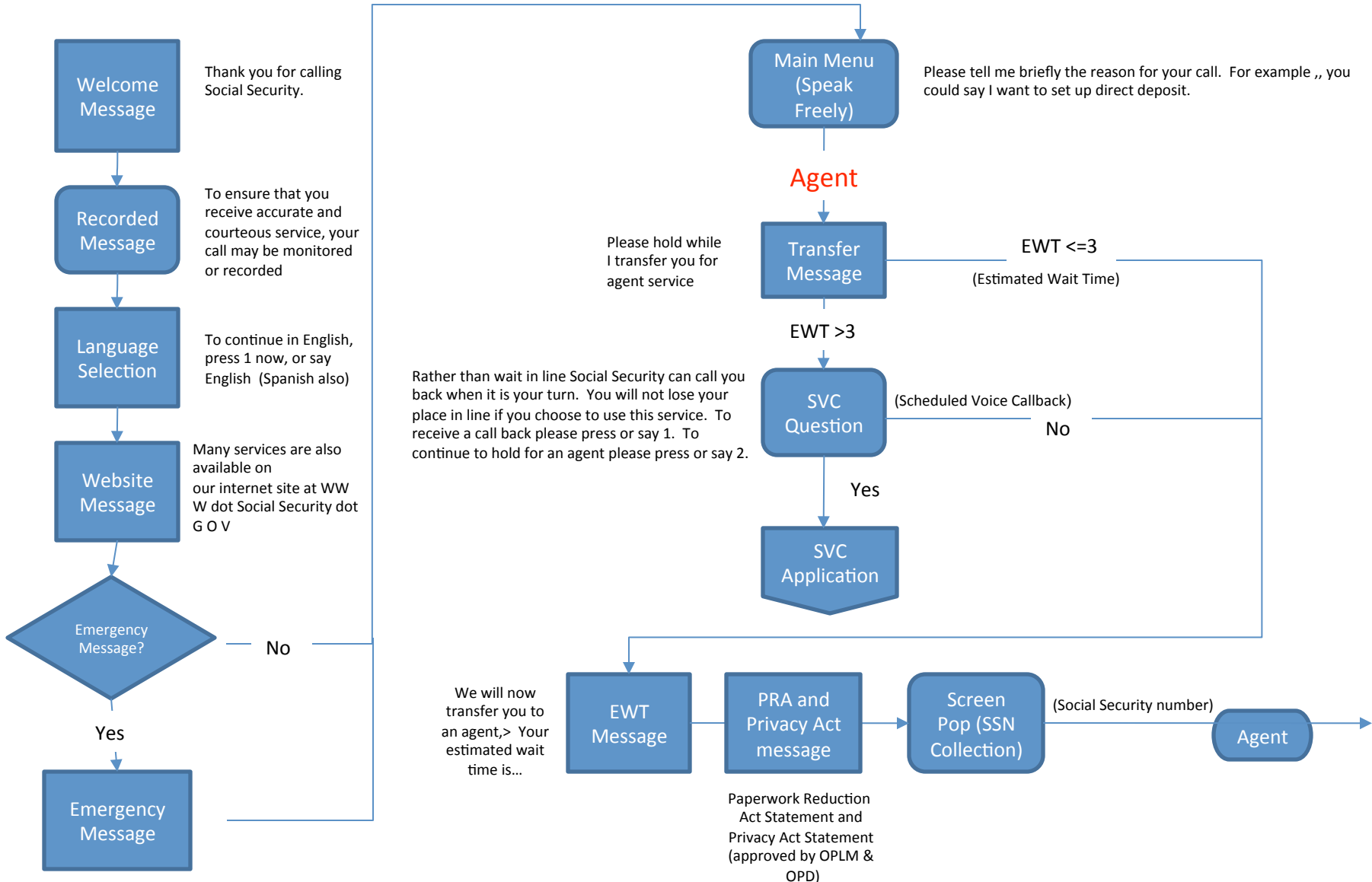


# Screen Pop Call Flow



*The following Privacy Act Statement will be inserted at the beginning of the Automated Telephone call before information is requested from the respondents:*

## **PRIVACY ACT STATEMENT**

### **Collection and Use of Personal Information**

Sections 205(a) and 1106 of the Social Security Act, as amended, authorize us to collect certain information to permit access to our automated telephone applications to report, use, or submit claims related information to us. You do not have to use our telephone services and your responses to the questions we ask are voluntary. Failure to provide the information, however, will prevent you from using our automated telephone services.

We rarely use the information you give us for any purpose other than to grant access to our automated telephone services and for claims related business transactions. However, we may use the information you give us for the administration and integrity of our programs. We may also disclose information to another person or to another agency in accordance with approved routine uses, which include, but are not limited to, the following:

1. To comply with Federal laws requiring the release of information from Social Security records (e.g. to the Government Accountability Office and Department of Veterans Affairs);
2. To facilitate statistical research, audit, or investigative activities necessary to assure the integrity and improvement of Social Security programs;
3. To respond to a request on your behalf from a Congressional office or the Office of the President; and
4. To other Federal agencies and our contractors, including external data sources, to assist us in efficiently administering our programs.

We may also use the information you give us in computer matching programs. Matching programs compare our records with records kept by other Federal, State, or local government agencies. We use the information from these programs to establish or verify a person's eligibility for federal-funded or administered benefit programs and for repayment of incorrect payments or delinquent debts under these programs.

A complete list of routine uses for this information is available in our Privacy Act System of Records Notice (SORN) entitled, Claims Folder System (60-0089). Additional information regarding this information collection, routine uses of information, and other Social Security programs are available from our Internet website at [www.socialsecurity.gov](http://www.socialsecurity.gov) or at your local Social Security office.

***The following PRA Statement will be inserted at the beginning of the Automated Telephone call before information is requested from the respondents:***

“SSA is authorized to collect this information under OMB Number zero-nine-six-zero, zero-X-X-X. We estimate it will take you about X minutes to answer the questions. If you would like to hear the entire Paperwork Reduction Act Statement, please press #X.”

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 the valid Office of Management and Budget control number 0960-XXXX. We estimate that it will take about 1 minute to read the instructions, gather the facts, and answer the questions.