

# REVISED ELECTRONIC ACCESS ERROR MESSAGES


## Contents

General exclusion .....	2
Normal variant .....	2
Banned variant .....	2
Identity lockout .....	3
Normal variant .....	3
Banned variant .....	3
Out of Wallet lockout .....	4
Normal variant .....	4
Banned variant .....	4
Underage exclusion.....	5
Normal variant .....	5
Banned variant .....	5
Permanent Lockout .....	6
Normal variant .....	6
Banned variant .....	6

# General exclusion

## Normal variant


Text Size ▾ | Accessibility Help



**Social Security**  
The Official Website of the U.S. Social Security Administration

---

We're sorry...

 **We cannot create an account for the Social Security number you entered.**


For further assistance, please [visit a local office](#) or call 1-800-772-1213 (TTY 1-800-325-0778).

---

[Exit](#)

## Banned variant


Text Size ▾ | Accessibility Help



**Social Security**  
The Official Website of the U.S. Social Security Administration

---

We're sorry...

 **We cannot create an account for the Social Security number you entered.**


For further assistance, please call 1-800-772-1213 (TTY 1-800-325-0778).


---

[Exit](#)

# Identity lockout

## *Normal variant*


Text Size  | Accessibility Help



**Social Security**  
The Official Website of the U.S. Social Security Administration

---

We're sorry...


 **We have suspended electronic access to your personal information.**


We tried three times to match the information you provided with our records, but were unable to do so. You may try to access the electronic information again after 24 hours. Please verify your personal information again before trying to use this online service.

This suspension will not affect any Social Security benefits you receive. For further assistance, please [visit a local office](#) or call 1-800-772-1213 (TTY 1-800-325-0778).

[Exit](#)

## *Banned variant*


Text Size  | Accessibility Help



**Social Security**  
The Official Website of the U.S. Social Security Administration

---

We're sorry...

 **We have suspended electronic access to your personal information.**


We tried three times to match the information you provided with our records, but were unable to do so. You may try to access the electronic information again after 24 hours. Please verify your personal information again before trying to use this online service.


This suspension will not affect any Social Security benefits you receive. For further assistance, please call 1-800-772-1213 (TTY 1-800-325-0778).

[Exit](#)

# Out of Wallet lockout

## Normal variant

Text Size  | Accessibility Help




## Social Security

The Official Website of the U.S. Social Security Administration

---

### We're sorry...

**We have Suspended electronic access to your personal information.**


We tried to match the information you provided with our records, but were unable to do so. You may try to access the electronic information again after 24 hours. Please verify your personal information again before trying to use this online service.

This suspension will not affect any Social Security benefits you receive. For further assistance, please [visit a local office](#) or call 1-800-772-1213 (TTY 1-800-325-0778).

---

[Exit](#)

## Banned variant

Text Size  | Accessibility Help



## Social Security

The Official Website of the U.S. Social Security Administration

---

### We're sorry...

**We have Suspended electronic access to your personal information.**

We tried to match the information you provided with our records, but were unable to do so. You may try to access the electronic information again after 24 hours. Please verify your personal information again before trying to use this online service.

This suspension will not affect any Social Security benefits you receive. For further assistance, please call 1-800-772-1213 (TTY 1-800-325-0778).


---

[Exit](#)

# Underage exclusion

## Normal variant


Text Size ▾ | Accessibility Help



**Social Security**  
The Official Website of the U.S. Social Security Administration

---

We're sorry...

 **We cannot create an account for the Social Security number you entered.**

You must be at least 18 years old to create an account.


For further assistance, please [visit a local office](#) or call 1-800-772-1213 (TTY 1-800-325-0778).

---

[Exit](#)

## Banned variant


Text Size ▾ | Accessibility Help



**Social Security**  
The Official Website of the U.S. Social Security Administration

---

We're sorry...

 **We cannot create an account for the Social Security number you entered.**

You must be at least 18 years old to create an account.


For further assistance, please call 1-800-772-1213 (TTY 1-800-325-0778).


---

[Exit](#)

# Permanent Lockout

## *Normal variant*


Text Size  Accessibility Help



**Social Security**  
The Official Website of the U.S. Social Security Administration

---

We're sorry...

 **We have suspended electronic access to your personal information.**

We tried three times to match the information you provided with our records, but were unable to do so.


This suspension will not affect any Social Security benefits you receive. For further assistance, please [visit a local office](#) or call 1-800-772-1213 (TTY 1-800-325-0778).

---

[Exit](#)

## *Banned variant*


Text Size  Accessibility Help



**Social Security**  
The Official Website of the U.S. Social Security Administration

---

We're sorry...

 **We have suspended electronic access to your personal information.**

We tried three times to match the information you provided with our records, but were unable to do so.

This suspension will not affect any Social Security benefits you receive. For further assistance, please call 1-800-772-1213 (TTY 1-800-325-0778).

---

[Exit](#)