

iClaim Application Screens


Modified Screen #1 Direct Deposit Details Section Domestic Screen

The screenshot shows the Social Security Administration's iClaim application interface. At the top right, there are links for "Text Size" and "Accessibility Help". The main header features the Social Security Administration logo and the text "Social Security The Official Website of the U.S. Social Security Administration". Below this is a "Benefit Application" section with a progress bar containing tabs for "Identification", "General", "Other Benefits", "Remarks", "Review & Submit", and "Next Steps". The "Identification" tab is active. The main content area is titled "Direct Deposit Details for Jane Public" and includes the sub-header "Direct Deposit is Safe, Quick and Convenient". A pink callout #1 points to a question: "Do you own or co-own a bank account that you can use for Direct Deposit?" with radio buttons for "Yes" (selected) and "No", and a "More Info" link. A second pink callout #2 points to the "Account Information" section, which includes a warning: "Warning: Providing incorrect information may result in a delayed payment." Below the warning are three input fields: "Account Type" (a dropdown menu), "Routing Number", and "Account Number". On the right side, there is a sidebar titled "In this section..." with a list of items: "Family Details", "Military Details", "Earnings Details", "When to Start Benefits", "Reduced Benefits", "When to Start Retirement Benefits", and "Direct Deposit Details". The "Direct Deposit Details" item is currently selected. At the bottom of the form, there are three buttons: "Next", "Previous", and "Save & Exit".

1. Adding the new conditional question (#1) for clarity when domestic users own or co-own a bank account for Direct Deposit.
2. Adding the “warning” language (#2) for clarification.

Modified Screen #2

Text Size | Accessibility Help

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

Benefit Application

Identification General Other Benefits Remarks Review & Submit Next Steps

Direct Deposit Details for Jane Public

Direct Deposit is Safe, Quick and Convenient

1 Do you own or co-own a bank account that you can use for Direct Deposit? [More Info](#)

Yes No

 **New rules require you to receive your payments electronically, unless you get an exemption from the Department of the Treasury.**

If you do not have a bank account to use for direct deposit, you can still complete this claim online. We will contact you later to discuss your options.

In this section...

- Family Details
- Military Details
- Earnings Details
- When to Start Benefits
- Reduced Benefits
- When to Start Retirement Benefits
- Direct Deposit Details

Next Previous Save & Exit

If the domestic applicant answers “No,” the system generates the “Alert” message (yellow box) to inform the applicant about the new electronic payment mandate.

New Screen #1

International Direct Deposit (IDD) Screen

Text Size Accessibility Help

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Benefit Application

Identification General Other Benefits Remarks Review & Submit Next Steps

Direct Deposit Details for Jane Public

Direct Deposit is Safe, Quick and Convenient

1 Do you own or co-own a bank account that you can use for Direct Deposit? [More Info](#)

Yes No

In this section...

- Family Details
- Military Details
- Earnings Details
- When to Start Benefits

This new conditional question appears for applicants with foreign addresses also. If the applicant answers “No” then no subsequent questions appear, allowing the applicant to continue to the next screen.