

**Addendum for the Supporting Statement for Form SS-5-FS
Application for a Social Security Card and the Internet SSN Replacement Card (iSSNRC)
application
20 CFR 422.103-422.110
OMB No. 0960-0066**

Minor Revisions to the Collection Instrument

The Social Security Administration (SSA) uses the information collected by Forms SS-5, SS-5-FS and the Internet Social Security Number Replacement Card (iSSNRC) process to assign new and replacement SSN cards. Applicants outside the United States complete the form SS-5-FS. The questions on the form SS-5 and SS-5-FS are the same. However, there are some differences in the instructions to accommodate applicants outside the United States. In addition, certain applicants can apply for a Social Security number (SSN) replacement card by completing a prescribed Internet application, iSSNRC, and submitting the required evidence online rather than completing a paper Form SS-5, Application for a Social Security Card.

Effective October 1, 2017, the Bureau of Consular Affairs (CA) of the Department of State and SSA implemented an Interagency Agreement (IAA) that outlines the agreed-upon services that Non-Claims-Taking U.S, Foreign Service posts (NCTPs) including all consular agencies will perform outside the United States on behalf of SSA. In addition, the Federal Benefits Unit (FBU) at the U.S. Embassy replaced the Veterans Affairs Regional Office (VARO) in Manila, the Philippines in providing SSA services to persons in the Asia-Pacific region. Therefore, we need to make revisions to the SS-5-FS to instruct the applicant of the proper contacts to obtain information and assistance to complete and submit this form.

SSA released iSSNRC in November of 2015. At that time, the actual expectations for how long between the online application and the delivery of the card was unknown. It was greatly dependent on the new inline transaction integrity screening process and varied in the first two years. Since then, the process stabilized and, to improve customer service, we are adding the general timeframe expectation for the applicants' benefit.

Additionally, SSA is adding a new message to iSSNRC for a small subset of users who are not able to use iSSNRC even though they seem to meet all the other requirements. This is due to our inability to electronically determine citizenship on older records. While we exclude these individuals from the online replacement card, they can still receive full service from the field offices.

In February of 2017, we discontinued the 'Issuance Date' and 'Expiration Date' fields from the driver's license or state ID card as part of the back-end verification process for iSSNRC. We identified that some state databases were not updated with the actual data on the applicant ID card for these fields. Additionally, SSA determined that with the extent of other verification processes involved, these two fields were not necessary. SSA is now officially removing them from the input form.

Revision to the Collection Instrument

SSA is making the following revisions to the SS-5 FS:

- **Change #1:** We revised the language on page 1, in the “USE THIS APPLICATION TO:” section under “IMPORTANT”:

Old language: For assistance contact any U.S. Social Security office, U.S. Embassy or consulate or the Veterans Affairs Regional Office (VARO) in Manila. For information about services outside the U.S., visit our website at www.socialsecurity.gov/foreign.”

New Language: For assistance, contact any U.S. Social Security office or your Federal Benefits Unit. For a complete list of Federal Benefits Units and contact information, visit www.socialsecurity.gov/foreign.”

Justification #1: The Bureau of Consular Affairs (CA) and SSA concluded an Interagency Agreement (IAA) that outlines the agreed-upon services that Non-Claims-Taking U.S. Foreign Service posts (NCTPs) including all consular agencies will perform on behalf of SSA starting October 1, 2017. Therefore, we need to revise the SS-5-FS to instruct the applicant of the proper contacts to obtain information and assistance to complete and submit this form. The Federal Benefits Unit (FBU) in the U.S. Embassy replaced the Veterans Affairs Regional Office (VARO) in Manila, the Philippines in providing SSA services to persons in the Asia-Pacific region.

- **Change #2:** We revised the language on page 1, in the “If YOU HAVE ANY QUESTIONS” section:

Old Language: If you have any questions about this form or about the evidence documents you must provide, please contact any U.S. Social Security office, U.S. Embassy or consulate or VARO. For information about services outside the U.S., visit our website at www.socialsecurity.gov/foreign.”

New Language: If you have any questions about this form or about the evidence documents you must provide, please contact any U.S. Social Security office or your Federal Benefits Unit. For a complete list of Federal Benefits Units and contact information, visit www.socialsecurity.gov/foreign.”

Justification #2: The Bureau of Consular Affairs (CA) and SSA concluded an Interagency Agreement (IAA) that outlines the agreed-upon services that Non-Claims-Taking U.S. Foreign Service posts (NCTPs) including all consular agencies will perform on behalf of SSA starting October 1, 2017. Therefore, we need to revise the SS-5-FS to instruct the applicant of the proper contacts to obtain information and assistance to complete and submit this form. The Federal Benefits Unit (FBU) in the U.S. Embassy replaced the Veterans Affairs Regional Office (VARO) in Manila, the Philippines in providing SSA services to persons in the Asia-Pacific region.

- **Change #3:** We revised the language on page 2, in the “EVIDENCE DOCUMENTS” section, second sentence:

Old Language: Contact any U.S. Social Security office, U.S. Embassy or consulate or VARO if you cannot provide these documents.

New Language: Contact any U.S. Social Security office or your Federal Benefits Unit if you cannot provide these documents.

Justification #3: The Bureau of Consular Affairs (CA) and SSA concluded an Interagency Agreement (IAA) that outlines the agreed-upon services that Non-Claims-Taking U.S. Foreign Service posts (NCTPs) including all consular agencies will perform on behalf of SSA starting October 1, 2017. Therefore, we need to revise the SS-5-FS to instruct the applicant of the proper contacts to obtain information and assistance to complete and submit this form. The Federal Benefits Unit (FBU) in the U.S. Embassy replaced the Veterans Affairs Regional Office (VARO) in Manila, the Philippines in providing SSA services to persons in the Asia-Pacific region.

- **Change #4:** We revised the language on page 2, in the “EVIDENCE DOCUMENT” section, under “IMPORTANT,” fourth sentence:

Old Language: The U.S. Embassy or consulate, military office or VARO will make certified copies of your original documents to mail to the Social Security Administration along with this application.

New Language: Visit any U.S. Social Security office or your Federal Benefits Unit and they will make certified copies of your original documents.

Justification #4: The Bureau of Consular Affairs (CA) and SSA concluded an Interagency Agreement (IAA) that outlines the agreed-upon services that Non-Claims-Taking U.S. Foreign Service posts (NCTPs) including all consular agencies will perform on behalf of SSA starting October 1, 2017. Therefore, we need to revise the SS-5-FS to instruct the applicant of the proper contacts to obtain information and assistance to complete and submit this form. The Federal Benefits Unit (FBU) in the U.S. Embassy replaced the Veterans Affairs Regional Office (VARO) in Manila, the Philippines in providing SSA services to persons in the Asia-Pacific region.

- **Change #5:** We moved the Evidence of Immigration Status section from page 2 to page 3, and changed the last sentence:

Old Language: See page 3, item 5 for more information

New Language: See item 5 for more information.

Justification #5: This change was due to the change in the font size from 7-point to 10-point font to conform to accessibility standards which put information on next page.

- **Change #6:** We revised the language on page 3, in the “HOW TO SUBMIT THIS APPLICATION”:

Old Language: In most cases, you can take or mail this signed application with your documents to any Social Security office, U.S. Embassy or consulate or VARO.

New Language: You can mail this signed application or take this signed application with your documents to any U.S. Social Security office or your Federal Benefits Unit.

Justification #6: The Bureau of Consular Affairs (CA) and SSA concluded an Interagency Agreement (IAA) that outlines the agreed-upon services that Non-Claims-Taking U.S. Foreign Service posts (NCTPs) including all consular agencies will perform on behalf of SSA starting October 1, 2017. Therefore, we need to revise the SS-5-FS to instruct the applicant of the proper contacts to obtain information and assistance to complete and submit this form. The Federal Benefits Unit (FBU) in the U.S. Embassy replaced the Veterans Affairs Regional Office (VARO) in Manila, the Philippines in providing SSA services to persons in the Asia-Pacific region.

- **Change #7 :** We are adding the heading “Paperwork Reduction Act Statement” to page 4.

Justification #7: We are adding the heading to clearly label the information.

- **Change #8:** We are revising the Privacy Act Statement on this form.

Justification #8: SSA’s Office of the General Counsel is conducting a systematic review of SSA’s Privacy Act Statements on agency forms. As a result, SSA is updating the Privacy Act Statement on the form.

We will start using the new version of the SS-5-FS when we received OMB approval. We will destroy the old version of the form.

SSA is making the following revisions to the iSSNCR Internet screens:

- **Change #9:** We added “most applicants will receive their replacement card in 7-10 business days” on the screening page to provide this important information before the applicant initiates a request for a Replacement Social Security card.
- **Justification # 9:** There are currently no timeframes on the screening page to indicate the time when applicants expect to receive a Social Security Number (SSN) card. SSA is making the change to reflect the overall timeframe before requesting a card online.

Change #10: We added “most applicants will receive their replacement card in 7-10 business days’ on successful submission emails, pending fraud review” on the Request Received Confirmation email.

Justification #10: There are currently no timeframes provided in the Request Received Confirmation email. SSA is making the change to reflect the overall timeframe before requesting a card online.

- **Change #11:** We are changing the current time frame language on the Request Processed Confirmation email from 7-10 business days to 5-7 business days.
- **Justification #11:** We are revising the language, because the current language implies the SSN card is on the way. SSA is making the change to reflect the overall timeframe for receiving a card.
- **Change #12: New Teaser – Blank CSP code:** The September 2018 maintenance release will change the alternative message for applicants who have not requested any changes in their Numident record since July 1981. Those applicants will receive the following message: “We’re sorry. We cannot process your request. You cannot request a replacement card online. Please contact your local office if you need a replacement card.”

Justification #12: SSA is making a change to respond to applicants who have not requested any updates to their Numident record since July 1981. In the Numident record, the blank CSP code field means that an applicant’s citizenship status cannot be electronically determined, even if the applicants are U.S. citizens. For those applicants who are U.S. citizens at birth, the Administration does not want to provide the same message as with non U.S. citizens. The exception for a blank citizenship code for a U.S. citizen’s record will show the above message.

- **Change #13:** We are removing the Issuance and Expiration Date Fields
- **Justification #13:** We identified that some state databases were not updated with the actual data on the applicant ID card for these fields. Additionally, SSA determined that, with the extent of other verification processes involved, these two fields were not necessary. SSA is now officially removing both fields from the input form.