

PREFACE to the TELEPHONE SCRIPT

Request for Internet Services & 800# Automated Telephone Services Knowledge-Based Authentication (RISA) 20 CFR 401.45 OMB No. 0960-0596

We are providing this brief preface to assist in navigating through the telephone call script.

- The knowledge-based authentication dialogue begins on page 311.
- The detailed Privacy Act and Paperwork Reduction Act information is located on pages 319 – 324 under ka0230 and ka0240, respectively.

NOTE: We are replacing the Privacy Act Statement language on page 320 of this call flow document with the Privacy Act Statement language received from OGC/OPD on 05/23/2018:

Privacy Act Statement Collection and Use of Personal Information

Sections 205(a) and 1106 of the Social Security Act, as amended, allow us to collect this information. Furnishing us this information is voluntary. However, failing to provide all or part of the information could prevent us from offering you access to our Business Services Online (BSO) suite of services.

We will use the information to verify your identity and register you, your company, or authorized employee(s) to use our BSO suite of services. We may also share your information for the following purposes, called routine uses:

- To Federal, State, and local entities to assist them with administering income maintenance and health maintenance programs, when a Federal statute authorizes them to use the Social Security number; and,
- To contractors and other Federal agencies, as necessary, to assist us in efficiently administering our programs.

In addition, we may share this information in accordance with the Privacy Act and other Federal laws. For example, where authorized, we may use and disclose this information in computer matching programs, in which our records are compared with other records to establish or verify a person's eligibility for Federal benefit programs and for repayment of incorrect or delinquent debts under these programs.

A list of additional routine uses is available in our Privacy Act System of Records Notice (SORN) 60-0058, Master Files of Social Security Number (SSN) Holders and SSN Applications, as published in the Federal Register (FR) on December 29, 2010, at 75 FR 82121. Additional information and a full listing of all our SORNs are available on our website at www.ssa.gov/privacy.