

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 abbreviated Privacy Act Statement language received from OGC/OPD on 03/16/2015:

Section 205 of the Social Security Act as amended, authorizes us to request and collect certain information about you for us to permit access to our automated telephone application system. The Privacy Act (5 U.S.C. § 552a(b)) permits us to disclose the information you provide to us in accordance with approved routine uses. You do not have to use our telephone services, and your responses to the questions we ask are voluntary. However, failure to provide the information will prevent you from using our automated telephone services.

Additional information regarding this system's collection of identity data elements, routine uses of information, and other Social Security programs are available on our Internet website, www.socialsecurity.gov, or at your local Social Security office.