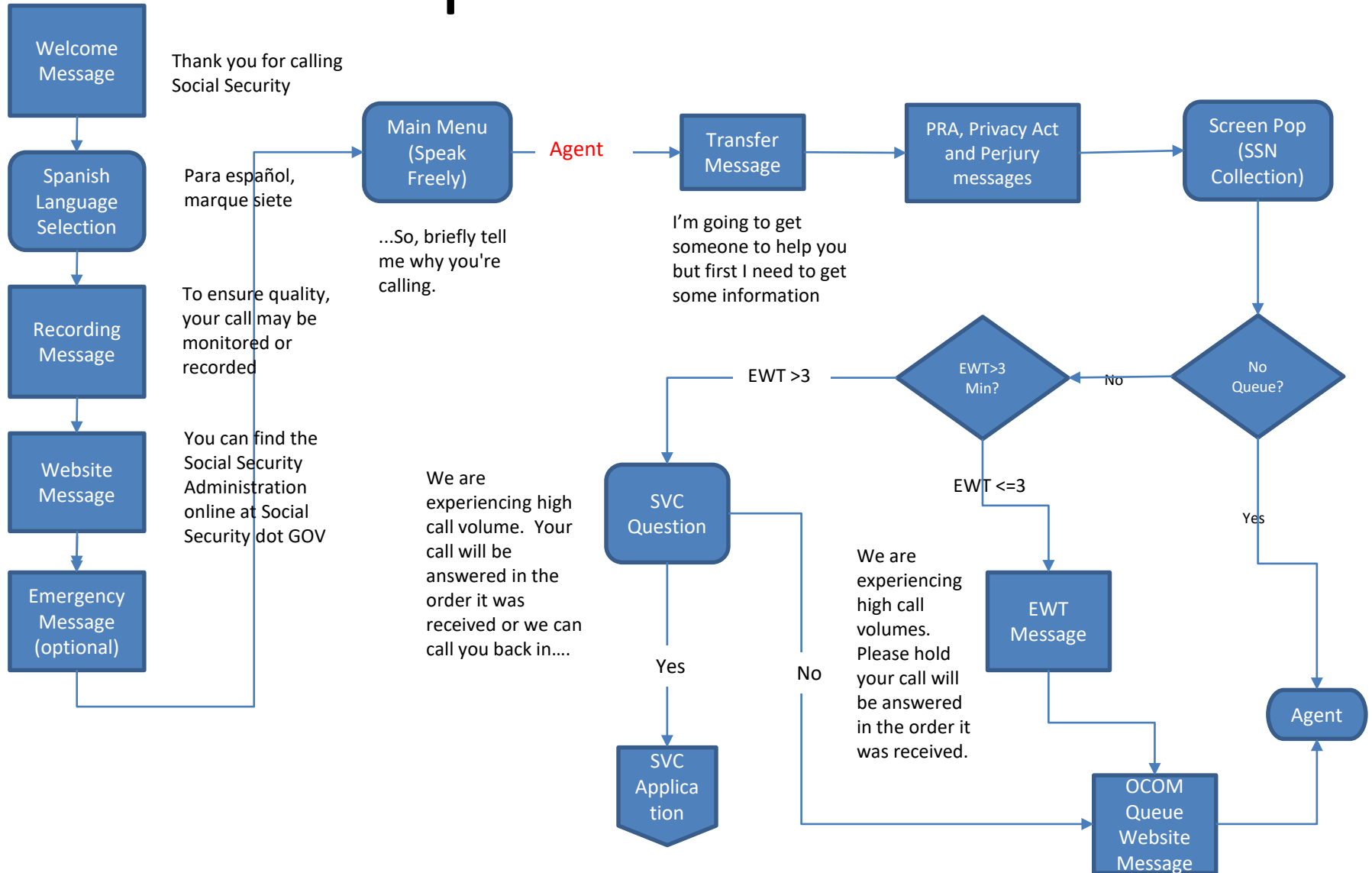


Screen Pop Call Flow under CARE



SSA will insert the following revised Privacy Act & PRA Statements into the collection as soon as possible:

**Privacy Act Statement
Collection and Use of Personal Information**

Sections 205(a) of the Social Security Act, as amended, allows us to collect your information, which we will use to speed up verification of individuals calling the National 800 Number Network (N8NN). Providing this information is voluntary, but not providing the information may slow verification of your identity when calling to speak to an agent on the N8NN. We may disclose your information as law permits, including to employers, our contractors, and others listed in routine uses in System of Records Notices 60-0362, 60-0363, and 60-0364; available at www.ssa.gov/privacy. Your information may also be used in computer matching programs to establish or verify eligibility for Federal benefit programs and debts under these programs.

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. We estimate that it will take about 1 minutes to read the instructions, gather the facts, and answer the questions. ***Send only comments regarding this burden estimate or any other aspect of this collection, including suggestions for reducing this burden to: SSA, 6401 Security Blvd, Baltimore, MD 21235-6401.***