

**Justification for Non-Substantive Changes for
Online Request for Correction of Earnings Record
20 CFR 404.820 and 422.125
OMB No. 0960-0819**

Background:

Currently, individuals visiting the [my Social Security](#) suite of services can access different online services. One of those online services is to view their personal information and determine if they want to file for benefits. The system redirects individuals who want to file for benefits to the Internet claim to complete their benefits application. To improve our customer service and streamline our processes, we are adding a new page prior to redirecting them to the Internet benefit application. The new page will display the individual's earnings record and a new question asking whether they agree or not with their information. The system will collect their answer and transmit their response to a data system so it can be available and propagated to the Internet benefit application if the respondent establishes a new claim in the same session. However, the system will not save the respondent's answer for any individuals who are redirected to the Internet benefit application but decide not to start the benefit application during the same session. For this release, this page and process is only available to individuals filing for retirement benefits.

Justification for Non-Substantive Changes to the Collection

- **Change #1:** When a [my Social Security](#) user clicks the "Start Your Retirement Application Now" link, the system will direct them to a new page that displays their earnings record.

Justification #1: The new page will display the earnings record which will allow individuals, who are considering filing for retirement benefits, the opportunity to review their earnings record before the system redirects them to the Internet benefit application.

- **Change #2:** The new page will include the question, "Do you agree with your earnings history as shown on your Social Security Statement" and radial buttons allowing the individual to indicate if their earnings record is accurate.

Justification #2: This functionality and process allows individuals to review and verify their earnings before entering the Internet benefit application. This new process also helps users become aware of missing earnings or changes needed that SSA technicians can address when the individual submits the benefit application. If users indicate that they agree with their earnings, it mitigates the need of development as the earnings are correct.

Change #3: We are adding a Privacy Notice.

Justification #3: We are adding a Privacy Notice to inform the user we are requesting information from them regarding the accuracy of their earnings history as shown on their Social Security Statement

SSA will implement these changes to the screens in September 2022, and upon OMB approval.

These actions do not affect the public reporting burden.