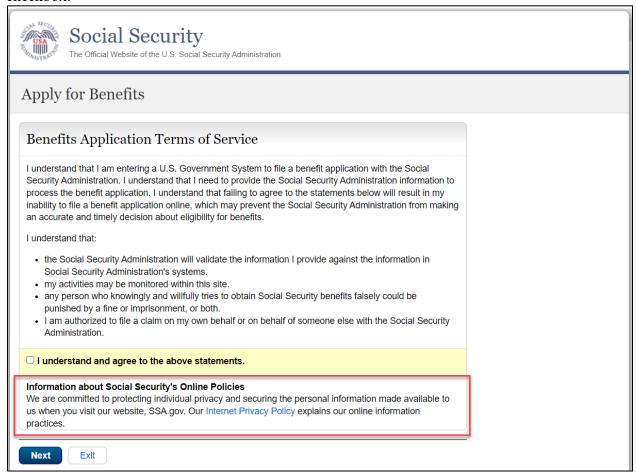
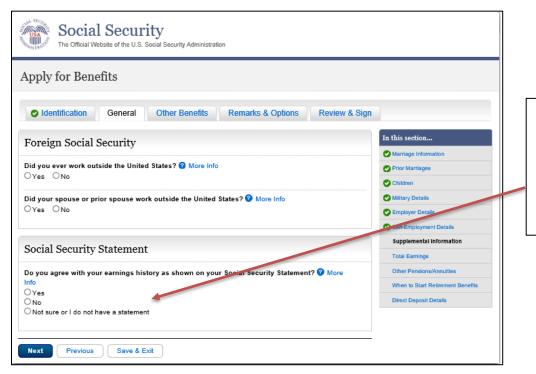
Terms of Service Screen (ToS)

We display the ToS screen upon all initial entries to the internet benefit application. All individuals must accept the ToS to proceed to the application process. On this screen, we are revising the language under "Information about Social Security's Online Policies" to include a link to the agency's <u>Internet Privacy Policy</u> and moving this informational section to below the checkbox.



Supplemental Information

This screen asks the individual to provide supplemental information about work and earnings.



Individuals who did not enter iClaim through their "my Social Security" online portal will continue to receive the screen with all the options.

We are modifying this screen only for individuals who visited and entered iClaim through their "my Social Security" online portal. Individuals who provided a response will receive an informational message informing them that the prefilled option is based on the answer they previously provided on their "my Social Security." This screen will not display the option to select "Not sure or I do not have a statement" as a copy of their statement was provided on their online portal.



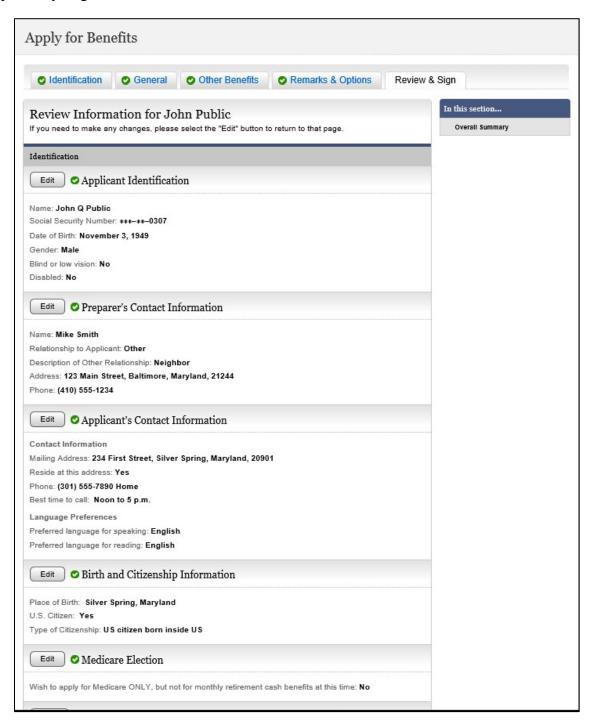
Start Retirement Benefits

We are modifying this screen to remove instructions on accessing the Retirement Estimator (RE) tool that is decommissioned. We added language to inform applicants that they can access their benefit estimate by signing into their personal *my* Social Security account.

Social Security The Official Website of the U.S. Social Security Administration		
Apply for Benefits		
Other Benefits Remarks & Options	Review & Sign	
When to Start Retirement Benefits for John Public		In this section
		✓ Marriage Information
It's your choice when to start retirement benefits. The earlier the date you start your benefits, the smaller your benefit. The later the date you start to receive benefits, the larger your benefit. This is an important decision, with several factors to consider before you choose the month your benefits should start. More Info You may review your benefit estimate through your my Social Security account (you will need to save and exit this application before proceeding to your my Social Security account). If you have applied for, or are currently receiving, Supplemental Security Income (SSI), you must select the earliest possible month that		⊘ Prior Marriages
		Children
		Employer Details
		Self-Employment Details
		Supplemental Information
you are eligible for benefits. An SSI recipient is required to pursue all other benefits when first eligible.		▼ Total Earnings
We need to know when you want to start benefits.		Other Pensions/Annuities
Do you want benefits to start in 06/2022?		When to Start Retirement Benefits
○ Yes No (Your other available options are 12/2021 to 10/2022.)		Direct Deposit Details
What date should benefits start?		
Please let us know if there is a specific reason for this date.		
○ Currently working and plan to retire on this date ○ No longer working		
Other Reason		
If you are eligible for both retirement benefits and spouse's benefit, do you want to del of retirement benefit? More Info If you are full retirement age and we determine that you are eligible to receive both a retireme and a spouse's benefit, you may choose to delay receiving your own retirement benefit and rethe spouse's benefit for now. Yes No	ent benefit	
Next Previous Save & Exit		

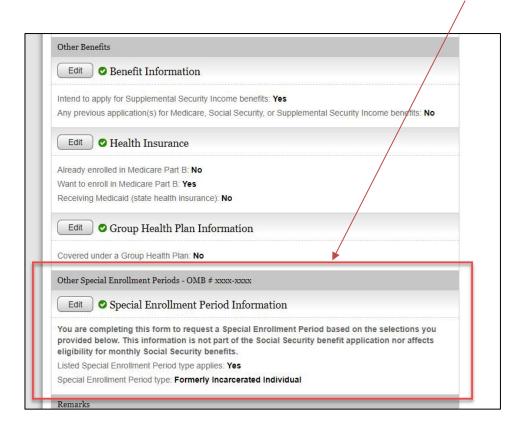
Overall Summary for Benefit Application

This screen provides a summary of the information the individual provided and allows the opportunity to go back and "edit" it as needed.



Overall Summary for Benefit Application (cont.)

We are revising the *Overall Summary* screen to display information about the new *Application For Medicare Part A and Part B Special Enrollment Period - Exceptional Circumstances (CMS-10797)* (OMB 0938-New) for when individuals opt to apply for an SEP at the same time they are completing the Retirement or Medicare application via iClaim. For these individuals, this screen will include a new sub header informing them of their selections for this form and a revised Electronic Signature Statement. This change will be effective December 2022



Electronic Signature Agreement (with Special Enrollment Period (SEP) Medicare Form)

This screen appears at the bottom of the *Overall Summary for Benefit Application* screen. First party applicants review the information and checks the box "I agree with the Electronic Signature Agreement above." We updated this screen to ensure individuals are clearly informed that as part of this online submission, they are completing more than one form and providing one signature for both a Social Security benefit application and the Centers for Medicare and Medicaid Services (CMS-10797) form.

Electronic Signature Agreement Congratulations, you're just about ready to complete your application for retirement benefits. Please read and accept the following statement to finish the application. If you are helping someone apply, then the person filing for benefits must read and accept this agreement by checking the box themselves. I agree to notify the Social Security Administration promptly if I (or any person for whom I receive benefits) become employed or self-employed while outside the United States, change citizenship, or go (for 30 days or more) to any country other than the residence address I have entered in this application. I agree to return any payments which are not due. I understand and agree that by selecting the check box and clicking "Submit Now" below, I am electronically signing my application and the additional forms included in this online submission. I also understand that my electronic signature means that I intend to apply for benefits and have provided the Social Security Administration with accurate information. I declare under penalty of perjury that I have examined all the information on this online submission and it is true and correct to the best of my knowledge. I understand that anyone who knowingly gives a false or misleading statement about a material fact in this electronic application, or causes someone else to do so, commits a crime and may be sent to prison or may face other penalties, or both. I agree with the Electronic Signature Agreement above. You will no longer be able to change this information once you continue. When you select "Submit Now" below, you will be sending this completed information electronically to the Social Security Administration. Please make sure that everything is correct. **Submit Now** Previous Save & Exit

Electronic Signature Agreement (without SEP Form)

We are revising the one statement highlighted above from passive voice to active voice for greater clarity and plain language purposes.

Electronic Signature Agreement Congratulations, you're just about ready to complete your application for Medicare insurance. Please read and accept the following statement to finish the application. If you are helping someone apply, then the person filing for benefits must read and accept this agreement by checking the box themselves. I apply for all insurance benefits for which I may be eligible under Part A (and Part B, if applicable) of Title XVIII (Health Insurance for the Aged and Disabled) of the Social Security Act as presently amended. I understand and agree that by selecting the check box and clicking "Submit Now" below, I am electronically signing my application. I also understand that my electronic signature means that I intend to file for Medicare insurance and have provided the Social Security Administration with accurate information. I understand that I must apply separately to get monthly Social Security benefits. I declare under penalty of perjury that I have examined all the information on this application and it is true and correct to the best of my knowledge. I understand that anyone who knowingly gives a false or misleading statement about a material fact in this electronic application, or causes someone else to do so, commits a crime and may be sent to prison or may face other penalties, or both.

Example screen of language changes for 3rd party Screens

We are revising the iClaim screens that third-parties complete to replace gender-specific pronouns. We are updating these screens in support of Executive Order (EO) 13988, "Preventing and Combating Discrimination on the Basis of Gender Identity or Sexual Orientation." This language aligns with already implemented language in our public SSA web pages. Many of the screens had minimal changes, we are providing this screen which had the most changes as example.

Social Security The Official Website of the U.S. Social Security Administration Apply for Benefits Identification Other Benefits Remarks & Options When to Start Retirement Benefits for Jane Doe It's Jane Doe's choice when to start retirement benefits. The earlier the date Jane Doe starts their benefits, the smaller the benefit is. The later the date Jane Doe starts to receive benefits, the larger the benefit is. This is an important decision, with several factors to consider before Jane Doe chooses the month their benefits should start. ? More Info If Jane Doe has applied for, or is currently receiving, Supplemental Security Income (SSI), they must select the earliest possible month that they are eligible for benefits. An SSI recipient is required to pursue all other benefits when first eligible. We need to know when Jane Doe wants to start benefits. Does Jane Doe want benefits to start in 06/2022? ○ Yes

No (Jane Doe's other available options are 12/2021 to 10/2022.) What date should benefits start? Please let us know if there is a specific reason for this date. O Currently working and plan to retire on this date O No longer working Other Reason If Jane Doe is eligible for both retirement benefits and spouse's benefit, does Jane Doe want to delay receipt of retirement benefit? ? More Info If Jane Doe is full retirement age and we determine that they are eligible to receive both a retirement benefit and a spouse's benefit, they may choose to delay receiving their own retirement benefit and receive only the spouse's benefit for now. ○Yes ○No Next Previous Save & Exit