

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 12/06/2018:

Privacy Act Statement Collection and Use of Personal Information

Sections 205 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 may prevent us from offering you access to our telephone and online services.

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

1. To contractors and other Federal agencies, as necessary, to assist us in efficiently administering our programs;
2. 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 SSN;
3. To a congressional office in response to a request from that office made at the request of the subject of the record or a third party acting on the subject's behalf; and

4. To appropriate Federal, State, and local agencies, entities, and persons when: (a) We suspect or confirm a compromise of security or confidentiality of information; (b) We determine that as a result of the suspected or confirmed compromise there is a risk of harm to economic or property interests, risk of identity theft or fraud, or harm to the security or integrity of this system or other systems or programs that rely upon the compromised information; and (c) We determine that disclosing the information to such agencies, entities, and persons will assist us in our efforts to respond to the suspected or confirmed compromise and prevent, minimize, or remedy such harm.

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 Notices (SORN) 60-0058, entitled [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, and 60-0373, entitled [Repository of Electronic Authentication Data Master File](#), as published in the FR on December 17, 2010, at 75 FR 79065. Additional information, and a full listing of all of our SORNs, is available on our website at www.ssa.gov/privacy.