

## **Claimant Enhanced Outreach (CEO) Call Script Summary**

During the CEO call, we generally perform the following:

- Verify the identity of the claimant.
- Read the claimant a summarized Privacy Act Statement.
- Confirm that the claimant is not represented.
- Inform the claimant of their right to representation.
- Inquire about any outstanding evidence.
- Explain how we may provide an electronic copy of the evidence to the claimant.
- Review the evidence with the claimant.