

What should I do if I get a call claiming there is a problem with my Social Security number or account?



Social Security

[ESPAÑOL](#)

[SIGN IN](#)

[MENU](#)

Securing your **today** and **tomorrow**



Prepare

[Check eligibility for benefits](#)

[Get a benefits estimate](#)

[Plan for retirement](#)



Apply

[Apply for benefits](#)

[Sign up for Medicare](#)

[Apply for SSI](#)

After you apply

[Check application or appeal status](#)

[Appeal a decision we made](#)

Manage benefits & information



Documents

[Get benefit verification letter](#)

[Get tax form \(1099/1042S\)](#)



Number & card

[Replace card](#)

[Request number for the first time](#)

[Report stolen number](#)



Payment

[Update direct deposit](#)

[Repay overpaid benefits](#)

[Request to withhold taxes](#)

[View benefit payment schedule](#)



Record

[Change name](#)

[Update contact information](#)

[Update citizenship or immigration status](#)

[Change sex identification](#)

[Report a death](#)

Feedback



[my Social Security account](#)

Use your account to access many of our personalized online services

[Learn about your account](#)



SecurityStat
Improving performance to serve our customers

[See how we're doing](#)

Are you registered to vote?



The 2024 primary elections take place in all 50 states and territories between January and June.

[Register to vote](#)

The top baby names are here!



Just arrived! Find out baby names of 2023

[Learn more](#)



Latest news

PRESS RELEASE

Olivia and Liam Reign Supreme

Olivia and Liam are once again America's most popular baby names, with 2023 being the fifth consecutive year that parents have chosen the monikers for their little ones. Also for the fifth consecutive year, Noah took the second slot for boys, and Emma for girls. Only one new name appeared in...

Visit our Communications Corner

Stay on top of the latest Social Security news for the media, advocate community, and the public.

FOLLOW US ON

Support

[Contact us](#)

[Find an office](#)

[Forms](#)

[Publications](#)

[Report fraud](#)

Languages

[Español](#)

[Other languages](#)

[Plain language](#)

Services for

[Employers & businesses](#)

[Representatives](#)

[Government agencies](#)

[Other groups](#)

About

[About SSA](#)

[Communications](#)

[Careers](#)

[Initiatives](#)

[Research & policy](#)

[Financial reports](#)



SSA.gov

An official website of the Social Security Administration. Produced and published at taxpayer expense.

[Accessibility support](#)

[Privacy policy](#)

[FOIA requests](#)

[Civil Rights/Compliance](#)

[Office of the Inspector General](#)

[Office of the Chief Actuary](#)

[Performance reports](#)

Looking for U.S. government information and services? [Visit USA.gov](#)

Freedom Of Information Act (FOIA)

Your Access To Social Security Administration Information

Guide To The FOIA

The FOIA allows members of the public to request records from Federal agencies. At the Social Security Administration (SSA), we are committed to promoting transparency and openness in government while balancing the need to protect certain information from release.

From the left-side menu, learn more about how the FOIA is processed at SSA at our "The FOIA at SSA" page and our FOIA data on our "Reports" page. To make a FOIA request for agency records and learn about the fees, go to our "Make a FOIA Request" page. To learn about the agency's Privacy Program, go to our "Protecting Your Privacy" page. Click the arrows below for information on our most popular topics.

Search SSA's Available Records

The FOIA does not require SSA to provide records in response to a FOIA request when the information requested is already publicly available. Please review information the agency provides throughout ssa.gov, such as:

- Electronic FOIA Reading Room
 - Proactive Disclosures
 - SSA Statistics
 - Social Security Laws, Regulations, and Policies
- Leaflets about our benefits programs
- Press Office:
 - Press releases
 - Reports
- Answers to frequently asked questions.

Visit our Open Government portal for datasets and information to help answer your questions about our programs and operations.

Need your own record or the record of another living person?

Please see the following pages: [Submit a Privacy Act Request for Your or Another Person's Records](#) and [Electronic Request for Consent to Disclose](#).

Searching for a deceased person's records?

Earnings Records - If you are seeking a deceased person's earnings records, please follow the instructions to complete Form SSA-7050-F4 available at: <https://www.ssa.gov/forms/ssa-7050.pdf> and mail it to the address on the form along with the applicable fee and other evidentiary documents, as required.

Original Application for a Social Security Card (SS-5) and/or Numident – Please view the instructions available at “[Request a copy of Deceased Person's Original Application for a Social Security Card \(SS-5\) or Numident Record](#)”

Claim File - To request a copy of a deceased person's claim file, please visit your local office. Please be aware that we ordinarily destroy claim files several years after the final decision on the claim. Sometimes we can recall a claim file from our program service center or a Federal Records Center. Documents in a claim file may include applications for benefits, military records, marriage records, and birth and death records. However, information about living individuals found in the claim file will be deleted. The field office will determine the applicable fees.

What records are generally not released?

The FOIA does not require agencies to disclose all records. Some examples of records we may not disclose are:

- Classified records;
- Information that is confidential by law;
- Internal personnel rules;
- Personal information about living people;
- Records of investigations; or
- Trade secrets or confidential financial information.

Freedom Of Information Act (FOIA)

Your Access To Social Security Administration Information

FOIA Home: Guide to the FOIA / Make a FOIA Request

Make A FOIA Request

Request a copy of Deceased Person's Original Application for a Social Security Card (SS-5) or Numident Record

You can make a request for a copy of a deceased person's original Application for a Social Security Card (SS-5) and/or Numident record (a computer extract of the SS-5) in two ways:

- Online: Submit your request via FOIAXpress Public Access Link (PAL) at foia.ssa.gov.
- Mail: Submit your request using the SSA-711 to the Social Security Administration (SSA), OEIO, FOIA Workgroup, 6100 Wabash Ave, P.O. Box 33022, Baltimore, MD 21290-3022.

Fees

We will not process your request without exact payment. We accept Visa, MasterCard, Discover, American Express, and Diner's Club. If paying by credit card and mailing your request, please use the SSA-714 . Be sure to include your credit card number and expiration date. We also accept checks or money orders payable to SSA:

- SS-5: \$30.00. If you require certification, there is an additional \$10.00 fee.
- Numident: \$28.00. If you require certification, there is an additional \$10.00 fee.

Extreme Age Policy – Number Holder

We will not disclose information about any person in our records unless: 1) the number holder has provided written consent or we have acceptable proof of his or her death; or 2) the number holder is at least 100 years old and we have acceptable proof of his or her death; or 3) the number holder is more than 120 years old.

Extreme Age Policy – Number Holder's Parents

We do not release the parents' names unless: 1) we have the parents' written consent or acceptable proof of death for the parents; or 2) the number holder is at least 100 years old and we have

acceptable proof of his or her death; or 3) the number holder is more than 120 years old.

Acceptable proofs of death include:

- a copy of a public record of death; or
- a statement of death from a funeral director; or
- a statement of death by the attending physician or the superintendent, physician, or intern of the institution where the person died; or
- a copy of the coroner's report of death or the verdict of the coroner's jury; or
- a copy of an official report of death or finding of death made by an agency or department of the U.S. which is authorized or required to make such a report or finding in the administration of any law of the U.S.; or
- an obituary with sufficient identifying information

We are not always notified of an individual's death, so it may be helpful if you send proof of death with your request. It may also be helpful if you provide proofs of the parents' deaths with your request, as well.

How to Request Agency Records Under the FOIA

If you would like to make an online FOIA request for records other than a photocopy of a deceased individual's SS-5 or Numident record, please submit your request using the FOIAXpress Public Access Link (PAL).

Is There a Fee for This Information?

- We charge an hourly rate based on the grade(s) of the employees performing the search and review of the responsive records.
- We will send you a fee notice if there is a fee for the requested information. The fee is an estimate. We require payment information in advance before we will start to search for records.

[Make an Online Request for Other SSA Records](#)

REMINDER: If you would like to request a copy of your own record, please view instructions available at [How to Request Your Own Record](#). If you would like to request a copy of a deceased person's record, please view the instructions available at [How to Request a Deceased Person's Records](#).

Fees for Frequently Requested Records

The fee schedule below covers requests for records of Social Security number (SSN) holders, claimants, and wage earners.

Many numident records of individuals born in 1910 or earlier are abbreviated records that do not contain the names of the individual's parents and may not contain the place of birth.

We did not begin keeping records until November 1936.

We cannot search for the SSN of anyone born before 1865.

Fees For Processing Requests For Individual's Social Security Record	
\$30	Request for copy of Original Application for Social Security Card (Form SS-5), (Printout from microfilm)
\$28	Request for Computer Extract of Social Security Number Application, (*Numident only requested)
\$16	Search for Information about Death of an Individual, SSN Provided (SSA does <u>not</u> usually have place of death, burial, or cause of death)
\$18	Search for Information about Death of an Individual, SSN Not Provided (SSA does <u>not</u> usually have place of death, burial, or cause of death)
*	As of May 19, 2014, we discontinued Letter Forwarding services.

Fees for Other SSA Record Requests

There may be a fee for information you requested. We will let you know if your request will cost more than \$250 before we start a search. We base the FOIA fees on the grade of the employees doing the work and the amount of time we spend on your request, plus 10 cents per page for photocopying.

The Hourly Fees for Search and Review Are:

Search by Grade:

GS-1 through GS-8	\$16.00
GS-9 through GS-14	\$33.00
GS-15 or above	\$59.00

Mail In FOIA Requests

It is easy to make a written FOIA request by mail. You do not need a form. We process FOIA requests in two locations, depending on the type of request. Mark both the envelope and its contents: "FREEDOM OF INFORMATION REQUEST" or "INFORMATION REQUEST." Be sure to include your name and address on your request. It is a good idea to include a daytime phone number or e-mail address in case we need to contact you about your request. Do not include a return envelope.

Mail your request to:

Social Security Administration
Office of Privacy and Disclosure
G-401 WHR
6401 Security Boulevard
Baltimore, Maryland 21235

Please use Form SSA-711 to request a deceased person's SS-5; however this form is not required. You may also mail your request to:

Social Security Administration
OEIO FOIA Workgroup
6100 Wabash Ave.
P.O. Box 33022
Baltimore, Maryland 21290-3022

Please use Form SSA-714 to pay by credit card.

Make checks or money orders payable to the Social Security Administration.

DO NOT SEND CASH

Privacy Act Statement Collection and Use of Personal Information

The Privacy Act (5 U.S.C. 552a), the Freedom of Information Act (5 U.S.C. 552), and section 1106 of the Social Security Act, as amended, allow us to collect your information, which we will use to respond to your FOIA and/or Privacy Act request. Providing this information is voluntary, but not providing all or part of the information may prevent us from assisting you with the request. As law permits, we may use and share the information you submit, including with other Federal agencies, contractors, congressional offices, and others, as outlined in the routine uses within System of Records Notice (SORN) 60-0340, available at www.ssa.gov/privacy. The information you submit may also be used in computer matching programs to establish or verify eligibility for Federal benefit programs and to recoup debts under these programs.

Welcome to the Social Security Administration's Freedom of Information Act (FOIA) Public Access Link (PAL)

The FOIA allows members of the public to request records from Federal agencies. At the Social Security Administration (SSA), we are committed to promoting transparency and openness in government while balancing the need to protect certain information from release. We hope you will find this site informative and useful and that it will give you a better understanding of the FOIA and its implementation at the Social Security Administration.

The FOIA is centrally processed at SSA in the Office of Privacy and Disclosure (OPD) with a subset of requests processed by the Office of Central Operations, Division of Earnings and Business Services (DEBS).

Within the PAL, you may submit requests for deceased individual's original Application for a Social Security Card (SS-5) and Numident records and other records subject to the FOIA.

PAL is **not** the correct place to submit a request for the following:

- To request a **living** individual's original SS-5 or Numident record, please visit our FOIA [page](#) for instructions.
- Earnings Request: To request earnings records, please complete the [SSA-7050](#) and submit it to the address noted on the Form. Earnings requests are not processed under the FOIA.
- Request for your own record: To request your own record – e.g., claims file, medical records, etc. – please visit your local office. Please use our [office locator](#) to find the office that services your zip code.

SSA FOIA Reading Rooms

Before you submit your request, search SSA's publicly available information, including our electronic [Reading Room](#).

To Submit a FOIA Request Online

Please [Sign In](#) with a ROME, Login.gov, or ID.Me account to submit a request. Visit our FOIA [page](#) for instructions on alternate submission options.

To Check the Status of a FOIA Request

If you are a registered requester with this online submission site you can [Sign In](#) to view the status of your request(s) or download responsive records once they are delivered.

If you are not a registered requester you can still check the status of your request by clicking on [Check Request Status](#) in the toolbar. Be prepared to enter the tracking number provided by the FOIA Office to retrieve the status of your request.

Social Security

Create an Account or Sign In

[↗](#) Create an account with Login.gov

Sign in with  LOGIN.GOV

Sign in with **ID.me**

[Learn more](#)

Sign in with Social Security Username

For accounts created *before* September 18, 2021

[? Don't know which option to sign in with?](#)

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?

You can contact us to block electronic access to your information at any time, for any reason.

Social Security

Terms of Service

- I understand that ssa.gov contains U.S. Government information.
- I consent to the monitoring and recording of my use of Social Security online services, including any electronic communications.
- I understand that it is a federal crime to:
 - Give false or misleading statements to obtain information in Social Security records;
 - Give false or misleading information to obtain or alter Social Security benefits; or
 - Deceive the Social Security Administration about an individual's identity.
- I understand that unauthorized use of Social Security online services is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that the Social Security Administration may stop me from using Social Security online services online if it finds or suspects misuse.
- I accept that the responsibility to properly protect any information provided to me by the Social Security Administration is mine and that I am the responsible party should any information on or from my computer or other device be improperly disclosed.


I agree to the Terms of Service

Next

Exit

We need to capture the following information to serve you better.

Prefix	<input type="text" value="--- Select ---"/>	First Name*	<input type="text"/>
Middle Name	<input type="text"/>	Last Name*	<input type="text"/>
Suffix	<input type="text" value="--- Select ---"/>	Street 1	<input type="text"/>
Street 2	<input type="text"/>	City	<input type="text"/>
State	<input type="text" value="--- Select ---"/>	State (Other)	<input type="text"/>
Zip Code	<input type="text"/>	Country*	<input type="text" value="--- Select ---"/>
Phone	<input type="text"/>	Email	<input type="text" value="REDACTED"/>
Organization	<input type="text"/>	Requester Category*	<input type="text" value="--- Select ---"/>
Fax	<input type="text"/>	Language	<input type="text" value="--- Select ---"/>



Welcome [REDACTED]

Sign in Successful.

To continue, use the menu navigation options at the top of this page to explore this website, submit a request, or check status of your existing request.

Social Security Administration

[SSA Website](#)

[Privacy Policy](#)

The FOIA at SSA

The FOIA is centrally processed at SSA in the Office of Privacy and Disclosure (OPD) with a subset of requests processed by the Office of Central Operations, Division of Earnings and Business Services (DEBS).

Requests

- DEBS Processes requests for copies of deceased individual's original Application for a Social Security Card (SS-5) and Numident record.
- Payment is required in advance/at the time of the request.
- Please [Register](#) to submit a request. Visit our FOIA [page](#) for instructions on alternate submission options.
- [Before you submit your request](#), search SSA's publicly available information, including our electronic [Reading Room](#).
- Earnings Request: PAL is **not** the correct place to submit a request for earnings. To request earnings records, please complete the [SSA-7050](#) and submit it to the address noted on the Form. Earnings requests are not processed under the FOIA.

Privacy Act Requests

- Request for your own record: To request your own record – e.g., claims file, medical records, etc. – please visit your local office. Please use our [office locator](#) to find the office that services your zip code.
- To request a [living](#) individual's original SS-5 or Numident record, please visit our FOIA [page](#) for instructions.
- To request your own record to be disclosed to a third party, you may complete an [Electronic Request for Consent to Disclose](#). You may visit your local office.

Appeals

If you disagree with a FOIA request decision, you may file a written appeal with the Executive Director for SSA's Office of Privacy and Disclosure.

There are three ways to create an Appeal:

- Electronically submit the appeal through this page; If you created an account with us, please [Sign In](#) before submitting the appeal.
- Email the FOIA.Public.Liaison@ssa.gov; or
- Mail it to us at Executive Director, Office of the General Counsel, Office of Privacy and Disclosure, 6401 Security Boulevard, Baltimore, MD 21235. Please mark the envelope or subject line with "Freedom of Information Appeal."

Your appeal must be electronically transmitted or mailed within 90 days of the date of our response to your initial request.

Please note:

- Enter your original case number to create an appeal so we can locate your request and records.
- If you are submitting an appeal on a deceased SS-5 or Numident request, there are fields for you to add additional information about the decedent. For appeals on all other requests, you do not need to complete those fields.

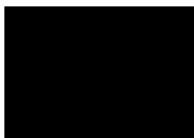
Questions

For more information about FOIA at SSA, please visit our FOIA website at ssa.gov/foia. Our FOIA homepage provides a detailed guide to FOIA at SSA, including information about fees.

Submit Request

Requester Details

To modify request details, please update your requester profile within the "My Account" link or [contact](#) our office for assistance.



Requester Default Category: Other

General Information

- To request a copy of a deceased individual's original SS-5 or Numident record, select DEBS as the Action Office. You must pay for your request at the time you submit your request.
- For all other FOIA records requests, select OPD as the Action Office.

Action Office* ▼

Action Office Instructions

Request Type* ▼

For Decedent SS-5 and Decedent Numident Requests:

We require additional information from you to help us perform a search for the **deceased** individual's record.

- Provide as much information as possible to aid in our search.
- **Proof of Death:**
 - We require proof of death if your request is for a decedent whose date of death is within the past 3 calendar years.
 - The Social Security Act prohibits SSA from disclosing death information that SSA receives from a State under the FOIA.
- It is best you provide proof of death for the deceased individual and the deceased individual's parents. Please review our website for [acceptable proofs of death](#) and our policy on releasing the names of the deceased individual's parents.
- Payment is required at the time you submit your request. If you are not redirected to a page to submit payment, you have not submitted your request correctly.

Requester Category* ▼

Delivery Mode (below): Please select how you would like to receive your response from SSA.

- If you have a PAL account and would like to receive your response to your PAL account, please select "PAL" as the Delivery Mode.
- If you have an email address and do not select any "Delivery Mode," we will generally issue your response to your FOIA request to your email address.

Delivery Mode ▼

Payment Mode ▼

Request Information

Before you submit your request, search SSA's publicly available information, including our electronic [Reading Room](#).

Earnings Requests: FOIA Portal is **not** the correct place to submit a request for earnings. To request earnings records, please complete the [SSA-7050](#) and submit it to the address noted on the Form. Earnings requests are **not** processed under the FOIA.

Request for your own record: To request your own record – e.g., claims file, medical records, etc. – please visit your local office. Please use our [office locator](#) to find the office that services your zip code.

Description: Please only provide personally identifiable information within your request description only if it is necessary to describe the records you are requesting.

Please know: The FOIA allows the public to request records from the Federal government.

- The FOIA does not require the agency to answer questions, perform research, or create a record to satisfy a request.
- Requests for "any and all" are generally too broad. Ensure you specify the records you are requesting

Description

Date Range for Record Search:  To 
From(mm/dd/yyyy) (mm/dd/yyyy)

Description Document [Add Attachment](#)

Fee Information

The fee for a copy of the SS-5 is \$30.00; the fee for a copy of the Numident record is \$28.00. Certification is \$10.00 per record.

- We will not process your request without payment.
- If you are not directed to pay.gov to provide payment information, you have not selected the correct Request Type to receive a copy of a deceased individual's SS-5 or Numident record.

Willing to Pay All Fees

Decedent SS-5 and Decedent Numident Requests: There are set fees for the SS-5 and Numident requests for a deceased individual. Payment is required if you are requesting a deceased individual's SS-5 or Numident. If you are not redirected to a page to submit payment, you have submitted your request incorrectly.

For more information about fee waivers on other FOIA requests, please see the [Code of Federal Regulations Section 402.185. Waiver or reduction of fees in the public interest.](#)

Fee Waiver Requested

Fee Waiver Request Reason

Expedite Information

We provide expedited processing when the request:

- Involves an **imminent** threat to a person's life or physical safety or made by a member of the media to obtain information that the public has an **urgent need to know**, and the records would cover actual or alleged Federal Government activity.

If you think we should expedite your request, you **must explain why in your request**. Within 10 days from the date of your request, we will decide whether we will expedite it and notify you of our decision.

For more information, please see the [Code of Federal Regulations Section 402.140. How a request for a record is processed.](#)

Expedite Requested

Expedite Reason

Mailing Address

Street1*

Street2

City*

State*

Country*

Zip Code*

Submit

Clear Form