

**Justification for Non-Substantive Changes for Automated Telephone Request for
Replacement Forms SSA-1099 and 1042s
20 CFR 401.45
OMB No. 0960-0583**

**Justification for Non-Substantive Changes to the Collection or Resubmission of the
Collection within One Year of OMB Approval**

SSA is making the following revisions:

- **Change #1:** We are making changes to the system call flow to allow callers to obtain any or all of the 5-tax year SSA-1099 or SSA-1042s prior to the current closed tax year they can already obtain for themselves or a deceased person.

Justification #1: National 800 Number Network performance is a Commissioner priority, and we are working to reduce call volumes, wait times and handle times, along with increasing self-service capabilities and success rates. Currently, callers can self-service and obtain the current closed tax year for themselves or a deceased person. This change will allow callers to obtain the current closed tax year plus any or all of the prior 5 tax years they are eligible to receive for themselves or a deceased person. This upgrade will increase self-service and decrease the need for agent interaction for a simple request.

The authentication upgrades are addressed in OMB Clearance Package 0960-0596 Request for Internet Services-Authentication; 800# Automated Telephone Speech Technology-Authentication

We are unable to wait for the renewal year because any action item that comes from the Commissioner must be addressed quickly.

We do not anticipate any burden changes due to this revision to the system.