SSI Telephone Wage Reporting KBA Script

Greeting - "Welcome to the Social Security Wage Reporting Service. Please have your social security number, date of birth, and full name ready. If you're reporting for someone else, please make sure you have their social security number too. "

"Are you reporting wages for yourself? Please say 'yes' or 'no'."
If yes - "Now, say or key in your social security number."
"I heard < ... > Is that right?"

If no – "Alright, now I need the social security number of the person whose wages you are reporting. Please say or key in that person's social security number."
"I heard < ... .. …. > Is that right?"

"Now say or key in your social security number."
"I heard < ... .. …. > Is that right?"

"Thanks, now I need to get your name as it appears on your social security card. "To start, say and spell your first name."
"The name I heard was < ….. >. Is that right?"

"Next, say and spell your last name as it appears on your Social Security card.
"The name I heard was < ….. >. Is that right?"

"Some people have another last name - for example, a professional or maiden name - that might be listed under their social security number. Do you have another last name? Please say Yes or No."
If yes – "Say and spell your other last name."

"Now, tell me your date of birth. For example, you could say…December 19th, 1963.
"I heard < ... >. Is that right?"

"Hold on while I check our database. It may take a few seconds."
If not in database – "We were unable to process your request. Please check your information and try again. If you have submitted the same information more than once, and have been unsuccessful, please contact your local field office". "Thanks for calling the SSA monthly wage reporting line. Goodbye."