

Scheduling Text and Email Consent Script

Starting the Call

- Hello, my name is <Examiner Name> and I am calling from the Disability Determination Services or DDS. I am processing <your/[claimant name]'s> application for disability benefits. My office makes disability determinations for the Social Security Administration, or SSA.
- I am contacting you because we can now text and email some messages to you about <your/[claimant name]'s> appointment(s).
- If you consent to receive scheduling text messages from Social Security, you understand that:
 - You will receive "SSA Scheduling" electronic messages related to your Social Security appointments (for example: appointment confirmations, reminders, and surveys).
 - You may not receive messages about all your appointments based on this consent. If you later opt out of receiving messages by responding "STOP," you will no longer receive any SSA scheduling messages from this number.
 - Message frequency varies.
 - You can text STOP to opt-out at any time.
 - For help, text HELP.
 - Message and data rates may apply.
- You can view our terms and conditions and privacy policy at <https://www.ssa.gov/ensms>
- The Social Security Act allows us to collect your information, which we will use to schedule appointments and release reminders about it. Providing this information is voluntary, but not providing such may prevent us from providing the requested services. As law permits, we may disclose this information per routine uses in System of Records Notices (SORN) 60-0044 and 60-0320. Your information may also be used in computer matching programs for Federal benefits eligibility and to recoup debts under these programs. This Privacy Act statement and all SORNs are available at www.ssa.gov/privacy.

(NOTE: If the claimant does not have internet access or requests a copy of the Privacy Act statement, send the full Privacy Act statement by letter.)

- As I mentioned before, you have the option to agree to receive texts, emails, or both. Please listen carefully to your choices and answer **YES** or **NO** after each:
 - Do you agree to have Social Security send you **text** messages regarding <your/[claimant name]'s> appointment(s)?

If **YES**, read the following:

Thank you. To what phone number should we send **text** messages?

(Enter the desired phone number in the appropriate location as directed by policy. Move on to the next question.)

I have documented your response in <your/[claimant name]'s> case file.
(**MOVE ON TO EMAIL QUESTION**)

If **NO**, skip to the next question.

- Do you agree to have Social Security send you **email** messages regarding <your/[claimant name]'s> appointment(s)?

If **YES**, read the following:

Thank you. To what email address should we send **email** messages?

(Enter the desired phone number in the appropriate location as directed by policy. Move on to the next question.)

I have documented your response in <your/[claimant name]'s> case file.
(**MOVE ON TO ENDING THE CALL**)

If **NO**, skip to the **Ending the Call**.

Ending the Call

- If respondent **declined both text and email messages**, read the following:

Thank you. You said that you do NOT wish to receive text or email messages from Social Security and DDS.

If at any time you reconsider your decision and would like to enroll in text or email messaging about your appointment(s), please contact me at <Examiner Phone Number>. Thank you. (**END CALL ACCORDINGLY**)

- If respondent **agreed to texts, emails, or both**, read the following:

I appreciate your time. You will now receive <text, email, both text and email> messages regarding <your/[claimant name]'s> appointment(s).

Thank you. (**END CALL ACCORINDGLY**)