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Agency Information Collection Activities: New Emergency Request

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Comment from Social Security Works

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General Comment

This comment is in response to the SSA emergency request notice posted on April 18, 2025. It is in regard to Docket No: SSA-2025-0014

The Social Security Administration has historically been excellent at preventing and stopping fraud. Most of the fraud that is detected occurs online, not on the phone. Therefore, forcing more people to interact with the agency online rather than over the phone will likely increase, not decrease fraud. Moreover, many of the people SSA serves have limited mobility and limited access to the internet. Consequently, they will be severely burdened by this change. Moreover, forcing millions more people into field offices which are already understaffed is misguided, without greatly expanding the number of field offices and staff that work there. Consequently, Social Security Works strongly opposes this change. It not only "fixes" a problem that doesn't exist, but indeed unquestionably will create problems.