

# PUBLIC SUBMISSION

<b>As of:</b> 6/10/25, 8:01 AM
<b>Received:</b> May 09, 2025
<b>Status:</b> Posted
<b>Posted:</b> June 06, 2025
<b>Category:</b> NA
<b>Tracking No.</b> mag-tqbe-mama
<b>Comments Due:</b> May 09, 2025
<b>Submission Type:</b> API

**Docket:** SSA-2025-0014

Agency Information Collection Activities: New Emergency Request

**Comment On:** SSA-2025-0014-0001

Agency Information Collection Activities: New Emergency Request

**Document:** SSA-2025-0014-0015

Comment from Salin, Victoria

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## Submitter Information

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## General Comment

I oppose this plan to no longer allow recipients to use telephone service to securely change direct deposit information. Telephone service access is very important to seniors such as myself and my mother because the office visit is inconvenient.

Indeed with 7000 SSA employees terminated, offices may close and those open will be under pressure with shortage of staff.

People like my mother are unable to use PIN dual factor access and it will be difficult for them if telephone service ends. I read a published estimate that 2 million people will be harmed because they lack technology or knowledge for online banking information.

There is no evidence that fraud has occurred from telephone service to make a banking change.