

# PUBLIC SUBMISSION

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Agency Information Collection Activities: New Emergency Request

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Agency Information Collection Activities: New Emergency Request

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Comment from Lenox, Kate

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## Submitter Information

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## General Comment

These proposed changes will make it more difficult for Social Security recipients to connect with a person, and receive help with their accounts. I read the description of the new verification process. I'm a fairly tech savvy senior, but the process seems like a complicated mess that's going to cause frustration and confusion. The caller finally reaches a human and then is told to go online to prove who they are. Why is this necessary?

Many Seniors are not tech savvy. Others may have hearing problems or other issues that make doing business over the phone difficult. AI isn't going to help seniors access their accounts. I know seniors who don't own a computer. How will they create an online account? How will they visit a Social Security office if the nearest one has been closed?

Social Security is a financial lifeline for many who have no other source of retirement income. Don't put road blocks in the way of recipients receiving their benefits they earned for a lifetime of work. Rehire the federal workers you fired and reopen the offices you closed.