

PUBLIC SUBMISSION

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Agency Information Collection Activities: Proposed Request and Comment Request

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Agency Information Collection Activities: Proposed Request and Comment Request

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Comment from Conway, Kelly

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General Comment

Requiring Social Security recipients to travel to a field office in order to make a change to their direct deposit process is totally unnecessary. In the event one needs to change banks or even just change accounts, today's electronic banking processes have the capability to provide multi-factor authentication which ensures the request is valid. I know seniors that can't get reliable transportation to important doctors appointments and you propose to add this stress? Do NOT make this change.