

**Supporting Statement for  
Application Status  
20 CFR 401.45  
OMB No. 0960-0763**

**A. Justification**

**1. Introduction/Authoring Laws and Regulations**

Section 5 *U.S.C. 552A (e)(10)* of the *United States Code (U.S. Code)* requires Federal agencies to establish appropriate administrative, technical, and physical safeguards to ensure the security and confidentiality of records. In addition, in the same sub-section, *5 U.S.C. 552A (f)(2)&(3)* requires agencies to establish requirements for identifying an individual who requests a record or information pertaining to that individual, and to establish procedures for disclosure of personal information. The Social Security Administration (SSA) collects this information under the authority of the *Privacy Act of 1974* at *5 U.S.C. 552A (e)(10)* of the *U.S. Code*. SSA promulgated *Privacy Act* rules for verifying identity in *20 CFR 401.45* of the *Code of Federal Regulations*. We also established the authority to collect this information in section *205(a)* of the *Social Security Act*.

**2. Description of Collection**

When Social Security claimants submit a claim with SSA online or in a field office an SSA claims specialist informs them they can check the status of their application by calling SSA to use our Automated Telephone application or speak with a representative, or they can check the status of their claim using their **my Social Security** account. Application Status provides users with the capability to check the status of their pending Social Security claims via the National 800 Number Automated Telephone Service. Users can authenticate by generating a PIN via their **my Social Security** account or by providing their Social Security number, date of birth and a text code received sent to them by a third party via mobile phone, to access this information. SSA's systems determine the type of claim(s) the caller filed based upon the information they provide. If the caller has multiple claims, the automated system allows the caller to hear any or all of the statuses, one by one. Respondents learn of the possibility to obtain an application status via staff and notices. SSA is constantly reviewing our outreach tactics to assure maximum exposure and accessibility to necessary individuals. Our website and mailers list the information respondents need to request this benefit. Callers hear why we need to identify them, and they can opt out and speak to an agent; if they stay in the application, they can self-serve quickly without waiting in queue.

This collection does not create any undue hardship on the caller, therefore there is no psychological cost associated with this clearance.

The respondents are current Social Security claimants who wish to check on the

status of their claims.

**3. Use of Information Technology to Collect the Information**

In accordance with the agency's Government Paperwork Elimination Act plan, SSA created an Automated Telephone application. Based on our data, we estimate 10% of callers use SSA's automated telephone applications. In addition, respondents can choose to check the status of their claim online through their [my Social Security](#) account (OMB No. 0960-0789).

Note: We do not account for the burden associated with the online request here to ensure we do not double count it, as we already account for it under OMB No. 0960-0789.

**4. Why We Cannot Use Duplicate Information**

The nature of the information we collect and the manner in which we collect it preclude duplication. SSA does not use another collection instrument to obtain similar data.

**5. Minimizing Burden on Small Respondents**

This collection does not affect small businesses or other small entities.

**6. Consequence of Not Collecting Information or Collecting it Less Frequently**

If we were unable to authenticate the respondent's information, we would not be able to respond to these requests. Because we only collect the information on an as needed basis, we cannot collect it less frequently. There are no technical or legal obstacles to burden reduction.

**7. Special Circumstances**

There are no special circumstances that would cause SSA to conduct this information in a manner inconsistent with 5 *CFR* 1320.5.

**8. Solicitation of Public Comment and Other Consultations with the Public**

The 60-day advance Federal Register Notice published on February 26, 2026, at 91 FR 9671, and we received no public comments. The 30-day FRN published on April 24, 2026 at 91 FR 22195. If we receive any comments in response to this Notice, we will forward them to OMB.

**9. Payment or Gifts to Respondents**

SSA does not provide payments or gifts to the respondents.

**10. Assurances of Confidentiality**

SSA protects and holds confidential the information it collects in accordance with 42 *U.S.C.* 1306, 20 *CFR* 401 and 402, 5 *U.S.C.* 552 (Freedom of Information Act), 5 *U.S.C.* 552a (Privacy Act of 1974), and OMB Circular No. A-130.

**11. Justification for Sensitive Questions**

The information collection does not contain any questions of a sensitive nature.

## 12. Estimates of Public Reporting Burden

Method of Completion	Number of Respondents	Frequency of Response	Average Burden Per Response (minutes)	Estimated Total Annual Burden Hours (hours)	Average Theoretical Hourly Cost (dollars)*	Average Wait for Automated Telephone Service (minutes) **	Total Annual Opportunity Cost (dollars)***
Application Status	2,707,599	1	7	315,887	\$23.47*	7**	\$14,827,712***

\* We based this figure by averaging both the average DI payments based on SSA's current FY 2026 data ([Effect of COLA on Average Social Security Benefits](#)), and the average U.S. worker's hourly wages, as reported by Bureau of Labor Statistics data ([Occupational Employment and Wage Statistics](#)).

\*\* We based this figure on the average FY 2026 wait times for the automated telephone service call (which includes the average speed of answer of 7 minutes), based on SSA's current management information data. This figure reflects both data from our systems and the data posted on our public facing website ([Social Security performance | SSA](#)) on the date we drafted this document. As the figures fluctuate daily, the wait times may be different on the website than they appear here. We continue to monitor our website and management information data on call back times to ensure we report updated figures when possible.

\*\*\* This figure does not represent actual costs that SSA is imposing on recipients of Social Security payments to complete this application; rather, these are theoretical opportunity costs for the additional time respondents will spend to complete the application. **There is no actual charge to respondents to complete the application.**

We base our burden estimates on current management information data, which includes data from actual interviews, as well as from years of conducting this information collection. Per our management information data, we believe that 7 minutes above accurately shows the average burden per response for learning about the program; receiving notices as needed; reading and understanding instructions; gathering the data and documents needed; answering the questions and completing the information collection instrument; scheduling any necessary appointment or required phone call; consulting with any third parties (as needed); and waiting to speak with SSA employees (as needed). Based on our current management information data, the current burden information we provided is accurate. The total burden for this ICR is **315,887** burden hours (reflecting SSA management information data), which results in an associated theoretical (not actual) opportunity cost financial burden of **\$14,827,712**. SSA does not charge respondents to complete our applications.

### 13. Annual Cost to the Respondents (Other)

This collection does not impose a known cost burden on the respondents.

### 14. Annual Cost To Federal Government

The annual cost to the Federal government is approximately **\$192,951**. This estimate accounts for costs from the following areas:

Description of Cost Factor	Methodology for Estimating Cost	Cost in Dollars*
Designing and Printing the Form	Design Cost + Printing Cost	0*
Distributing, Shipping, and Material Costs for the Form	Distribution + Shipping + Material Cost	0*
SSA Employee (e.g., field office, 800 number, DDS staff) Information Collection and Processing Time	GS-9 employee x # of responses x processing time	0*
Full-Time Equivalent Costs	Out of pocket costs + Other expenses for providing this service	0*
Systems Development, Updating, and Maintenance	GS-9 employee x man hours for development, updating, maintenance	\$3,420
Other	Vendor cost per automated call	\$189,531
<b>Total</b>		<b>\$192,951</b>

\*We have inserted a \$0 amount for cost factors that do not apply to this collection.

SSA is unable to break down the costs to the Federal government further than we already have. However, we have calculated these costs as accurately as possible based on the information we collect for creating, updating, and maintaining these information collections.

### 15. Program Changes or Adjustments to the Information Collection Request

When we last cleared this IC in 2023, the burden was 39,541 hours. However, we are currently reporting a burden of 315,887 hours. This change stems from a increase in the completion time from 3 minutes to 7 minutes, because we are now authenticating the caller using multifactor authentication and providing more details about their claim.

\* Note: The total burden reflected in ROCIS is **631,773**, while the burden cited in #12 of the Supporting Statement is **315,887**. This discrepancy is because the ROCIS burden also reflects the call pick-up time for the automated telephone service. In contrast, the chart in #12 of the Supporting Statement reflects actual burden.

**16. Plans for Publication Information Collection Results**

SSA will not publish the results of the information collection.

**17. Displaying the OMB Approval Expiration Date**

SSA is not requesting an exception to the requirement to display the OMB approval expiration date for the Automated Telephone Application.

**18. Exceptions to Certification Statement**

SSA is not requesting an exception to the certification requirements at 5 *CFR* 1320.9 and related provisions at 5 *CFR* 1320.8(b)(3).

**B. Collection of Information Employing Statistical Methods**

SSA does not use statistical methods for this information collection.