

**Justification for the De Minimus Chnages for
Appointment Scheduling Calendar (ASC)
OMB No. 0960-0828**

Background:

To allow for better customer service, we are making minor De Minimus changes to our ASC screens to clarify our instructions for the customers.

De Minimus Changes:

- **De Minimus Change #1:** We are maintaining language on the Communications Preferences page to advise the customer that they have to provide a contact method (phone and/or email) to schedule their appointment online and by clicking “Next,” they agree to receiving electronic messages from SSA by phone or email about their appointment.

Justification #1: These very minor updates to our informational language better clarify the instructions for the customers.

- **De Minimus Change #2:** We are providing a clear error message to customers when the appointment they selected is not available (ex: the customer waited too long between selecting the appointment date/time and scheduling the appointment).

Justification #2: The clarified error messages allow the customers to better understand what they need to fix to make their appointments.