

**Addendum to the Supporting Statement for Electronic Records Express (ERE) and
Appointed Representative Online Services (AROS)
20 CFR 404.1512 and 416.912
OMB No. 0960-0753**

Revisions to the Collection Instruments

ERE and AROS:

- **Change #1:** We are combining AROS (formerly ERE-Third Party or ERE-ARS), OMB No. 0960-0767 with ERE, OMB No. 0960-0753, under OMB No. 0960-0753.

Justification #1: We are combining 0960-0767 with OMB No. 0960-0753 to comply with OMB's Terms of Clearance when we received OMB approval for OMB No. 0960-0767 (see the section below regarding Terms of Clearance).

- **Change #2:** We are replacing the old ERE-ARS and Appeals and Appointed Representative Services (AARPS) application with the new, modernized and streamlined Appointed Representative Online Services (AROS).

Justification #2: The new AROS screens consolidate actions into a single interface and reduces navigation steps for appointed representatives and their staff, to provide access to the information currently available through ERE-ARS in an easier and more accessible format.

- **Change #3:** The new AROS screens provide a new Dashboard screen which allows access to case information, case listing pages, and claimant details pages. AROS presents this information in a dashboard view, enabling ARs to quickly see the most recent changes to specific case information. Additionally, AROS displays case information on case listing pages, allowing ARs to access and filter case details directly within the application, rather than requiring the downloading of a spreadsheet.

Justification #3: We replaced the old ERE-ARS/AARPS screens with the new AROS screens. We previously provided case information through ERE-ARS/AARPS screens as header information on the eFolder page and in case status report spreadsheet downloads. Previously, to access this information, appointed representatives needed to navigate to the eFolder page to view details for an individual claimant's case or download a status report for all cases they represent at an adjudicative level (initial/reconsideration, hearings, and appeals). The AROS screens provide the same case information available via ERE-ARS/AARPS, but with a more user-friendly interface that supports search, sorting, and filtering.

- **Change #4:** The new AROS screens provide access to business information and fee payments through a single portal for conducting business with SSA on behalf of the claimants. We integrated the same business information and fee payment details previously available in ERE-ARS/AARPS into AROS. AROS does not modify the appearance or data on these screens.

Justification #4: The previous ERE-ARS/AARPS screens provided this information; however, the appointed representatives needed to navigate through several other ERE screens to access it. The new AROS screens streamline this process for the appointed representatives, allowing them to access this information from the Dashboard screen.

We made the above revisions based on OMB's Terms of Clearance (responses below), and based on the recently approved Change Request for 0960-0767.

Terms of Clearance

OMB placed the following Terms of Clearance on the Information Collection for **0960-0753** when they last approved it on 11/30/23:

The agency made modifications to the Supporting Statement to better describe the information collection and submission process. The agency also uploaded a Supplementary Document to provide greater detail regarding ERE functionality. The agency modified burden estimates as well.

SSA Response: SSA made modifications to the Supporting Statement to better describe the information collection and submission process. We also uploaded a Supplementary Document to provide greater detail regarding ERE functionality and modified the burden estimates. We have maintained these revisions in the submitted, revised and combined documentation.

OMB placed the following Terms of Clearance on the Information Collection for **0960-0767** (which we are combining under this ICR for 0960-0753) when they approved the renewal of the ICR on **10/19/23**:

The agency made clarifying edits to the supporting statement and revised the burden estimate. Prior to triannual renewal, the agency will merge this information collection with 0960-0753.

- **Term #1: The agency made clarifying edits to the supporting statement and revised the burden estimate.**

SSA Response #1: SSA made OMB's requested clarifying edits to the Supporting Statement and revised the burden estimate Prior to the triannual renewal. We have maintained these revisions in the submitted, revised and combined documentation (under the AROS sections).

- **Term #2: Prior to triannual renewal, the agency will merge this information collection with 0960-0753.**

SSA Response #2: SSA merged this information collection with 0960-0753. We will discontinue 0960-0767 upon approval for the updated and combined ICR under 0960-0753.

OMB placed the following Terms of Clearance on this Information Collection for **0960-0767** when they approved our recent IT Modification Change Request on 9/16/26.

Terms of the previous clearance remain in effect. Previous terms of clearance remain in effect. Approved for limited release as described in the supplemental documentation pending full ICR revision submission later this year.

- **Term #1: Terms of the previous clearance remain in effect. Previous terms of clearance remain in effect.**

SSA Response #1: SSA responded to the previous Terms directly above (see our responses above to the previous Terms on the full ICR approved in October 2023).

- **Term #2: Approved for limited release as described in the supplemental documentation pending full ICR revision submission later this year.**

SSA Response #2: SSA included the description of the Appointed Representative Online Services (AROS) screens, which we are using to replace the previous ERE-ARS and Appeals and Appointed Representative Services (AARPS) screens, both in this revised, combined Supporting Statement for 0960-0753, and in the Addendum above (as a minor revision to the information collection for ERE-ARS/AARPS). While we requested a quick approval under the Change Request for 0960-0767, which OMB approved on 9/16/23, as we intend to conduct a limited release of the AROS screens on 10/17/26, we also intend to roll out the AROS screens to all appointed representatives in early December. Therefore, we include the screen replacement here as well, to ensure we have approval of the updated AROS screens for the December release as well.