Addendum to the Supporting Statement for Form SSA-769
Request for Change in Time/Place of Disability Hearing
20 CFR 404.914(c)(2), 416.1414(c)(2)
OMB No. 0960-0348

Revisions to the Collection Instruments

Paper SSA-769 (and Fillable PDF Version):
We are making the following revisions to the paper SSA-769.

- **Change #1**: Changing the check box of "A postentitlement of _____ days from the scheduled hearing date" to "A postponement of _____ days from the scheduled hearing date"|.

  Justification #1: The term "postentitlement" is incorrect; the correct term is "postponement." This form does not involve postentitlement. Although the typographical error has appeared on the form for several years, it was an oversight, and "postponement" is the correct term; therefore, we are correcting it now.

- **Change #2:** We are revising the Privacy Act Statement on this form.

  Justification #2: SSA's Office of Law and Policy / Privacy & Disclosure Policy is conducting a systematic review of SSA's Privacy Act Statements on agency forms. As a result, SSA is updating the Privacy Act Statement on the form.

Upload Documents SSA-769:

- **Change #1**: Changing the question "Are you requesting a change related to your benefits or entitlement (postentitlement)?" to "Are you requesting a postponement of your hearing?"

- **Change #2**: Changing the question "How many days from the scheduled hearing date do you want this postentitlement change?" to "How many days from the scheduled hearing date do you want this postponement?"

  Justification for #1 and #2: The term "postentitlement" is incorrect; the correct term is "postponement." As mentioned above, this form does not involve postentitlement. We are correcting the typographical error as "postponement" is the correct term.

SSA will implement these revisions upon OMB's approval. These revisions will not affect the current burden for this information collection.

Terms of Clearance:

OMB placed the following Terms of Clearance on this Information Collection when they last approved it on 10/13/2023:

> Prior to renewal, the agency will revise Question Prompt 2 of the Supporting Statement A to explain the specific pieces of information sought on this form. Specifically, the agency should ensure it addresses: (1) Why respondents must provide the time, date, and location of the currently-scheduled hearing given that the agency already has this information on-file; (2) why the "reason" for a request must be solicited.
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> Furthermore, prior to triannual renewal the agency will ensure this scheduling request can be completed, submitted, and processed electronically. If the agency is unable to ensure this information collection can be incorporated into eSubmit or an alternative electronic submission process, the agency will offer a briefing to OMB no later than one year prior to renewal of the collection.

- **Term #1:** Prior to renewal, the agency will revise Question Prompt 2 of the Supporting Statement A to explain the specific pieces of information sought on this form. Specifically, the agency should ensure it addresses: (1) Why respondents must provide the time, date, and location of the currently-scheduled hearing given that the agency already has this information on-file; (2) why the "reason" for a request must be solicited.

  SSA response: We updated #2 of the Supporting Statement to address these factors. We explain in #2 of the Supporting Statement that we require the claimants to provide the current time, date, and location of the hearing to confirm they both have the correct scheduling information which SSA previously provided prior to requesting the rescheduling of the hearing, and so that SSA can check this information against our records. In addition, we require the claimants to provide the reason for their request as per 20 CFR 404.914(c)(2) and 416.1414(c)(2), which require claimants to provide the reason for rescheduling so that the disability hearing officer (DHO) can determine if the claimant has good cause to request we reschedule the hearing (based on our rules).

- **Term #2:** Furthermore, prior to triannual renewal the agency will ensure this scheduling request can be completed, submitted, and processed electronically. If the agency is unable to ensure this information collection can be incorporated into eSubmit or an alternative electronic submission process, the agency will offer a briefing to OMB no later than one year prior to renewal of the collection.

  SSA response: We updated #3 of the Supporting Statement to include the Upload Documents (OMB No. 0960-0830, previously called “eSubmit”) version of the SSA-769. Therefore, SSA now offers the SSA-769 as a fillable PDF on its website and two verions of the form through the Upload Documents portal: a fillable and submittable static PDF, and a conversational tone dynamic pathing option which then uses the fillable PDF for the summary screen (showing the respondent’s responses). Therefore, we now offer a fully electronic means for the respondents to complete and submit the form, after which the DHO can electronically process it.

Public Comments on the Information Collection

60-Day Comment Period Federal Register Notice (FRN):

The 60-day Comment Period began on August 27, 2026, and ended on October 26, 2026, at 11:59pm. We received **1** public comments on the 60-Day Comment Period FRN from **1** commenter, the National Coalition of Social Security and Supplemental Security Income Advocates. We acknowledge and appreciate the thoughtful feedback from the commenters, and we responded to the comments below:

Comment on SSA-769, Request for Change in Time/Place of Disability Hearing:

- **Comment #1:**
  The National Coalition of Social Security and Supplemental Security Income Advocates sent several suggested revisions to Form SSA-769 to clarify the language and make the form more accessible to respondents. Those suggested revisions are as follows:

  - Under the section titled "Hearing Currently Scheduled":
    - SSA should consider revising the "place" subsection with an additional prompt for respondents to note whether the hearing is scheduled via phone, video, or in person.
    - SSA should include an additional text box in this section for claimants who indicate their hearing is in person to include the address where their hearing will be held, if known.

  - Under the section titled "request," the current options in this section, "a postentitlement of ___ days from the scheduled hearing date and/or a different place of hearing (specify place)," are both confusing. Therefore, the commenter suggests SSA make the following revisions:
    - SSA should consider revising the first option from "a postentitilement" to "a change in hearing date" to make this option less confusing for the respondents.

    - SSA should consider revising the second option from "a different place of hearing (specify place)" to "a different place of hearing (specify place, including a phone or video hearing)." This change would minimize confusion for claimants regarding the type of hearing they are requesting.

  The National Coalition of Social Security and Supplemental Security Income Advocates suggests these changes would minimize confusion for claimants filling out the form, decrease the time claimants spend completing the form, and minimize the time SSA staff spend following up with claimants if the form is filled out incorrectly.

  SSA Response #1:
  We appreciate your detailed feedback suggesting revisions to Form SSA-769 and will consider your comments for the next time we update the form. As we are already updating the language to remove the confusing term "postentitlement," we will definitely consider

other ways to clarify the language for the hearing location and modality (in person, telephone, or video) and to make the request options easier for claimants to understand.

- **Comment #2:**
  The National Coalition of Social Security and Supplemental Security Income Advocates is also concerned that SSA's time estimate of 8 minutes for completing the form is not accurate. They opine that it likely takes respondents significantly longer than eight minutes to complete this form as claimants need to gather necessary information about their representative, the current hearing date, and the reason for the request. They recommend SSA consider increasing the estimated completion time for this form.

  SSA Response #2:
  We appreciate this feedback on our burden estimates. We base our burden estimates on current management information data, which includes data from interviews and years of conducting this information collection. Based on this information, we estimate that, on average, respondents complete the form in approximately 8 minutes. We recognize that completion time may vary depending on an individual's circumstances, including the information they need to gather and whether they need assistance completing the form. As we do every time we renew or revise this form, we will continue to review the estimated average completion time for accuracy.