



Securing today
and tomorrow

How You Can Help Us Protect Your Social Security Number and Keep Your Information Safe

Social Security maintains a robust cybersecurity system, but *you* are the most important factor in helping us keep your information safe.

You can help by:

- **Opening your personal *my* Social Security account.** Create your account today and take away the risk of someone else trying to create one in your name, even if they obtain your Social Security number.
- **Other ways to protect your information** include not routinely carrying your card or other documents that display your number with you. Also, be careful about sharing your number, even when you're asked for it. You should ask why your number is needed, how it'll be used, and what will happen if you refuse.

Block Electronic Access

If you know your Social Security information has been compromised, you can request to Block Electronic Access. This is done by calling our National 800 number (Toll Free **1-800-772-1213** or at our TTY number at **1-800-325-0778**).

Once requested, any automated telephone and electronic access to your Social Security record is blocked. No one, including you, will be able to see or change your personal information on the internet or through our automated telephone service. If you have requested that we block access to your record and change your mind in the future, you can contact us and ask to have the block removed. You will need to prove your identity when you call.

Contacting Social Security

The most convenient way to contact us from anywhere, on any device, is to visit **www.ssa.gov**. There are several things you can do online: apply for benefits; get useful information; find publications; and get answers to frequently asked questions.

When you open a *my* Social Security account, you have more capabilities. You can review your *Social Security Statement*, verify your earnings, and print a benefit verification letter. You can also change your direct deposit information, request a replacement Medicare card, request a replacement Social Security card (if you have no changes and your state participates), and get a replacement SSA-1099/1042S.

If you don't have access to the internet, we offer many automated services by telephone, 24 hours a day, 7 days a week. Call us toll-free at **1-800-772-1213** or at our TTY number, **1-800-325-0778**, if you're deaf or hard of hearing.

A member of our staff can answer your call from 7 a.m. to 7 p.m., Monday through Friday, if you need to speak to a person. We ask for your patience during busy periods since you may experience a high rate of busy signals and longer hold times to speak to us. We look forward to serving you.