



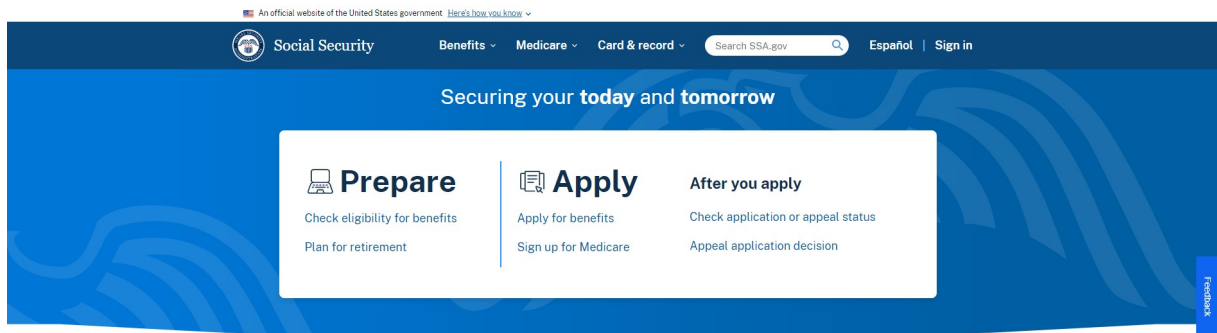
News Release

SOCIAL SECURITY


Social Security Administration Launches Redesigned Website at SSA.gov

Reimagined Website Prioritizes Customer Experience

Starting today, visitors to SSA.gov will experience a fresh homepage and a new design to help them find what they need more easily.



Manage benefits & information

 **Documents**
Get benefit verification letter

 **Number & card**
Replace card

“SSA.gov is visited by over 180 million people per year and it is one of our most important tools for providing efficient and equitable access to service,” said Kilolo Kijakazi, Acting Commissioner of the Social Security Administration. “Whether providing service in person or online, our goal is to help people understand what they may qualify for and seamlessly transition them to an application process.” Improved self-service capability allows people to skip calling or visiting an office, which helps Social Security staff focus on those visitors who need in-person assistance.

Part of ongoing efforts to improve how the public can do business with the agency, the redesign is intended to provide a clear path to the tasks customers need to accomplish. Many of the most visited sections of SSA.gov are now live with a more user-friendly and task-based approach. New pages and improvements based on public feedback will continue to be unveiled in the coming months.

Visitors to SSA.gov can use interactive tools to:

Check eligibility for benefits

The new benefit eligibility screener is a convenient and simple way for people to learn if they might be eligible for benefits.

Save time on Social Security Number (SSN) and card online services

If a person loses their SSN card, they may not need a replacement. In most cases, simply knowing their SSN is enough. If a person does need a replacement card, they may be able to request it online by visiting www.ssa.gov/ssnumber. Individuals can also start an application for an updated card or request an SSN for the first time. People may never need to visit an office and, if they do need to visit an office to complete the application, they will save a lot of time by starting online.

Start an application for Supplemental Security Income (SSI)

People can start the application process online and request an appointment to apply for SSI benefits by answering a few questions at www.ssa.gov/benefits/ssi/.

Apply for Social Security benefits and other online services

For most benefits, people can apply online or start an application online. In many cases, there are no forms to sign. The agency will review the application and reach out with questions or for more information. Visit www.ssa.gov/onlineservices to apply for retirement, disability, or Medicare.

Many Social Security services do not require the public to take time to visit an office. Using a *my Social Security* account, a personalized online service, people can start or change direct deposit, or request a replacement SSA-1099. For individuals already receiving Social Security benefits, they can print or download a current Benefit Verification Letter if they need proof of their benefits.

People not yet receiving benefits can use their online account to get a personalized *Social Security Statement*, which provides their earnings information as well as estimates of their future benefits. The portal also includes a retirement calculator and links to information about other online services. The agency encourages people without a *my Social Security* account to create one today at www.ssa.gov/myaccount/.

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