

## SSA No Longer Using Phones to Verify ID

### Cross References

- [www.ssa.gov/news/press/releases](http://www.ssa.gov/news/press/releases)

In the past, after signing up for Social Security Benefits, the Social Security Administration (SSA) would call the applicant over the phone to complete the process and verify ID.

On March 18, 2025, SSA announced it was transitioning to stronger identity proofing procedures for both benefit claims and direct deposit changes. Individuals seeking these services who cannot use their personal “my Social Security” account, which requires online identity proofing, will then need to visit a local Social Security office to prove their identity in person. SSA also announced faster processing of all direct deposit change requests.

On March 31, 2025, SSA will enforce online digital identity proofing and in-person identity proofing. SSA will permit individuals who do not or cannot use the agency’s online “my Social Security” services to start their claim for benefits on the telephone. However, the claim cannot be completed until the individual’s identity is verified in person.

SSA recommends calling to request an in-person appointment to begin and complete the claim in one interaction. Individuals can call a local SSA office or call 1-800-772-1213 to schedule an in-person appointment.

SSA plans to implement the Department of Treasury’s Bureau of Fiscal Service’s payment integrity service called Account Verification Service (AVS). AVS provides instant bank verification services to proactively and timely prevent fraud associated with direct deposit change requests.

People who do not already have a “my Social Security” account can create one at [www.ssa.gov/myaccount/](http://www.ssa.gov/myaccount/).