



Securing today
and tomorrow

Dear Colleague,

Local Social Security offices continue to offer more in-person appointments and help people without an appointment. As we expand in-person service, **we strongly encourage you to continue to go online, call us for help, and schedule appointments in advance.**

Our [online services](#) allow your clients to apply for retirement, disability, and Medicare benefits online, check the status of an application or appeal, request a replacement Social Security card (in most areas), print a benefit verification letter, and more.

Those who can't complete their business online can call us toll-free at **1-800-772-1213** between 8:00 a.m. and 7:00 p.m. local time to speak to a representative. For quicker access to a representative, try calling early in the day (between 8 a.m. and 10 a.m. local time) or later in the afternoon (between 4 p.m. and 7 p.m. local time). We are less busy later in the week (Wednesday to Friday) and later in the month. We also offer many automated telephone services 24 hours a day, without speaking to a representative.

While appointments are not required, they are **strongly recommended**. An appointment reduces the wait time and ensures that your client knows what documents to bring, so that we can complete their request in one visit. Our offices tend to be less busy later in the day, later in the week, and later in the month.

To learn more about scheduling an appointment and our safety measures and restrictions before visiting our offices, visit our webpage, [How to Get Help from Social Security](#).

Please share this information with your family, friends, and clients.

Sincerely,

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