

Congress of the United States

Washington, DC 20515

May 6, 2025

The Honorable Frank Bisignano
Commissioner
Social Security Administration
6401 Security Blvd
Baltimore, MD 21235

Dear Commissioner Bisignano,

Congratulations on your confirmation as Commissioner of the Social Security Administration (SSA). We write today regarding concerns about the proposed changes to customer service at the Social Security Administration. Our constituents heavily rely on the services provided by our local SSA offices, the SSA website, and the SSA 1-800 number. Specifically, we are concerned about the SSA implementing staffing cuts and ending leases of customer service centers.

By 2030, all Baby Boomers will be over 65, leading to a surge in seniors relying on Social Security, a trend that will only accelerate over the next five years. Our seniors have worked hard their entire lives and have diligently paid into the Social Security System under the assumption that they would receive these benefits once they retire. Furthermore, satisfactory customer service must be provided to Social Security beneficiaries, whether that be online, over the phone, or in-person. It is essential to ensure the verification of Social Security recipients in order to reduce fraud and abuse within the system. However, this verification process must not be overly burdensome for the elderly or disabled with physical and technological challenges. Also, individuals in rural areas face existing geographical hardships in accessing local Social Security offices.

Constituents have shared with our offices the inadequate customer service provided by the SSA and have contacted us for assistance. The SSA faces considerable challenges, with the SSA Office of Inspector General (OIG) detailing that as of February 2024, the Administration's pending actions backlog reached an all-time high of 5.2 million pending actions, resulting in \$1.1 billion in improper payments.¹ Over the past few years, there have been instances of Social Security beneficiaries waiting for more than two hours to speak with an SSA employee, with the call back option not always being available.² Furthermore, over the phone claims account for around 40% of all social security claims.³

We commend and support the continued efforts to make our bloated bureaucracy more efficient for the American people. However, we must use caution and consider the impact any changes would have so there are no disruptions in services for our seniors and disabled who depend on the Social Security Administration to receive retirement benefits and supplemental security income.

As Members of Congress representing districts with significant elderly populations, we are committed to preserving, improving, and making the Social Security Administration more efficient for

¹ <https://oig.ssa.gov/assets/uploads/022313.pdf>

² <https://www.washingtonpost.com/politics/2025/03/25/social-security-phones-doge-cuts/>

³ <https://www.washingtonpost.com/politics/2025/03/12/social-security-phone-doge-elderly-disabled/>

beneficiaries. We look forward to working with you and the Social Security Administration to make effective changes while protecting Americans who depend on these benefits.

Sincerely,



Nicole Malliotakis
Member of Congress




Jeff Hurd
Member of Congress




Ryan Mackenzie
Member of Congress



Brian Fitzpatrick
Member of Congress



Don Bacon
Member of Congress



Jefferson Van Drew
Member of Congress



Gabe Evans
Member of Congress




David G. Valadao
Member of Congress




Juan Ciscomani
Member of Congress



Jen A. Kiggans
Member of Congress



Mike Ezell
Member of Congress



Michael R. Turner
Member of Congress

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Rob Bresnahan, Jr.
Member of Congress

A handwritten signature in black ink, appearing to read "Zach Nunn", written over a horizontal line.

Zach Nunn
Member of Congress

A handwritten signature in black ink, appearing to read "Michael V. Lawler", written over a horizontal line.

Michael V. Lawler
Member of Congress