



# News Release

SOCIAL SECURITY

## Effective March 17, 2020, Social Security Offices Will Only Offer Phone Service

**\*\* Online Services Remain Available \*\***

**All local Social Security offices will be closed to the public for in-person service starting Tuesday, March 17, 2020. This decision protects the population we serve—older Americans and people with underlying medical conditions—and our employees during the Coronavirus (COVID-19) pandemic. However, we are still able to provide critical services.**

Our secure and convenient online services remain available at [www.socialsecurity.gov](http://www.socialsecurity.gov). Local offices will also continue to provide critical services over the phone. We are working closely with the [Centers for Disease Control and Prevention \(CDC\)](https://www.cdc.gov), state and local governments, and other experts to monitor COVID-19 and will let you know as soon as we can resume in-person service.

### **If you need help from Social Security:**

- First, please use our secure and convenient online services available at [www.socialsecurity.gov/onlineservices](http://www.socialsecurity.gov/onlineservices). You can 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 much more – from anywhere and from any of your devices. We also have a wealth of information to answer most of your Social Security questions online, without having to speak with a Social Security representative in person or by phone. Please visit our online Frequently Asked Questions at [www.socialsecurity.gov/ask](http://www.socialsecurity.gov/ask).
- If you cannot conduct your Social Security business online, please check our online [field office locator](#) for specific information about how to directly contact your local office. Your local office still will be able to provide critical services to help you apply for benefits, answer your questions, and provide other services over the phone.
- If you already have an in-office appointment scheduled, we will call you to handle your appointment over the phone instead. If you have a hearing scheduled, we will call you to discuss alternatives for continuing with your hearing, including offering a telephonic hearing. Our call may come from a PRIVATE number

and not from a U.S. Government phone. Please remember that our employees will not threaten you or ask for any form of payment.

- If you cannot complete your Social Security business online, please call our National 800 Number at 1-800-772-1213 (TTY 1-800-325-0778). Our National 800 Number has many automated service options you can use without waiting to speak with a telephone representative. A list of automated telephone services is available online at [www.socialsecurity.gov/agency/contact/phone.html](http://www.socialsecurity.gov/agency/contact/phone.html).

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