

## NEW UPDATED RULES GOVERNING SOCIAL SECURITY APPLICATIONS

Social Security Update SSA (Latest Updates: 4/30/25)

1. **All individuals** will ultimately need to establish an online account: the **“my Social Security”** account in order to conduct any business with the SSA:

- Apply for first time social security benefits.
- Replace a lost SS card.
- Change bank, where monthly SS direct deposits are made.
- Apply for other SS benefits
- Announce death of spouse

2. **“Individuals who cannot** use their personal “my Social Security” account to apply for benefits will need to **prove their identity at a Social Security office** if applying for **Retirement, Survivors, or Auxiliary** (Spouse and Child) benefits. **SSA will enforce online digital identity proofing or in-person identity proofing for these cases.”**

3. “Individuals who do not or cannot use the agency’s **online** “my Social Security” services to change their direct deposit information for any benefit **will need to visit a Social Security office** to process the change, or can call 1-800-772-1213 to **schedule an in-person appointment**. The agency also recommends that individuals unable to apply online, **call to schedule an in-person appointment** to begin and complete a claim for Retirement, Survivors, or Auxiliary (Spouse and Child) benefits in one interaction.”

4. **Exemptions to Online and In-Person Applications:**

“Under the updated policy beginning April 14, 2025, individuals applying for **Social Security Disability Insurance (SSDI), Medicare, or Supplemental Security Income (SSI)** who cannot use a personal “my Social Security” account, can complete their claim entirely over the telephone, without the need to come into an office.”

5. **Offices and Telephone Numbers:**

**Local SSA Office:** 521 S. Orchard St., Ukiah, CA 95482 (888)-590-2706

**Regional or Central SSA Office:** 1-800-772-1213 [www.ssa.gov](http://www.ssa.gov)

Times Available: Mon-Fri: 8AM-7PM.

**“Employee Cuts at Social Security are Leaving Remaining Workers Struggling To Keep Up.”** NPR, 4/26/25, All Things Considered

7,000 SSA employees to be cut; 2,500 employees have accepted an offered buy-out. Some SSA local centers in the nation have lost from 25% to 50% of their staff. Deep cuts in the workforce are leaving many remaining S.S. employees burned out and overwhelmed. Trump promises no cuts to benefits, but advocates say service cuts affect benefits.