



Securing today
and tomorrow

How You Can Help Us Protect Your Social Security Number and Keep Your Information Safe

Social Security maintains a robust cybersecurity system, but *you* are the most important factor in helping us keep your information safe.

You can help by:

- **Opening your personal *my* Social Security account.** Create your account today and take away the risk of someone else trying to create one in your name, even if they obtain your Social Security number.
- **Protecting your information in other ways,** including not routinely carrying your card or other documents that display your number with you. Also, be careful about sharing your number, even when you're asked for it. You should ask why your number is needed, how it'll be used, and what will happen if you refuse.

Block Electronic Access

If you know your Social Security information has been compromised, you can request to Block Electronic Access. This is done by calling our National 800 number (Toll Free **1-800-772-1213** or at our TTY number at **1-800-325-0778**).

Once requested, any automated telephone and electronic access to your Social Security record is blocked. No one, including you, will be able to see or change your personal information on the internet or through our automated telephone service. If you have requested that we block access to your record and later change your mind, you can contact us and ask to have the block removed. You will need to prove your identity when you call.

Contacting Us

The most convenient way to do business with us is to visit **www.ssa.gov** to get information and use our online services. There are several things you can do online: apply for benefits; start or complete your request for an original or replacement Social Security card; get useful information; find publications; and get answers to frequently asked questions.

Or, you can call us toll-free at **1-800-772-1213** or at **1-800-325-0778** (TTY) if you're deaf or hard of hearing. We can answer your call from 8 a.m. to 7 p.m., weekdays. We provide free interpreter services upon request. 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 day.

We are less busy later in the week (Wednesday to Friday) and later in the month. You can also use our automated services via telephone, 24 hours a day, so you do not need to speak with a representative.