

## Access Benefit Verification Letters and More Services Online with *my* Social Security

Date: Tuesday, October 14, 2025

Dear Colleague,

Thank you for your continued support and partnership as we work to provide essential services to the American public during the Federal Government shutdown.

We recently communicated with you about how your constituents can benefit from having a personal *my* Social Security account. The shutdown has further emphasized the value of *my* Social Security accounts by providing Americans with online services that are temporarily unavailable in our field offices due to the lapse in federal funding. This includes processing in-person requests for benefit verification letters and replacement Medicare cards.

These specific services—and many others—remain available online through secure *my* Social Security accounts.

Please encourage your clients to sign up for or use their personal *my* Social Security accounts to easily access and manage their benefits online during and after the shutdown. With a *my* Social Security account, clients can:

- Access and print benefit verification letters
- Request replacement Medicare cards
- Request replacement Social Security cards (in most states)
- View earnings history and future benefit estimates
- Apply for retirement or disability benefits
- Manage direct deposit, update address, and more

We appreciate your help in sharing this information through your official channels so the people you serve know they can conveniently conduct business with us online via *my* Social Security.

Sincerely,  
Frank J. Bisignano  
Commissioner