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Description of document:	Social Security Administration's (SSA) Letter Forwarding Program, 2009
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Title of document	The Social Security Administration's Letter-Forwarding Practices
Date/date range of document:	2004 - 2009
Source of document:	Freedom of Information Request Social Security Administration Office of Privacy and Disclosure 617 Altmeyer Building 6401 Security Boulevard Baltimore, Maryland 21235 Fax: (410) 966-0869

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SOCIAL SECURITY

Refer to:
S9H: AB6085

May 1, 2009

I am writing to you in response to your August 2, 2008, request for information regarding the Social Security Administration's (SSA) Letter Forwarding program.

We are enclosing a fact sheet which answers most points of your request, and also a chart reflecting the volume and costs associated with the Letter Forwarding program in recent years. We do not have record of any complaints received regarding this program.

While we feel that this satisfies your request, if you disagree you may file an administrative appeal. Mail your appeal within 30 days after you receive this letter to the Executive Director for the Office of Privacy and Disclosure, Social Security Administration, 6401 Security Boulevard, Baltimore, Maryland 21235. Mark the envelope "Freedom of Information Act Appeal."

Sincerely,

Dawn S. Wiggins
Freedom of Information Officer

Enclosure

Year	Received	Processed
2004	14156	14391
2005	9831	10053
2006	9529	9379
2007	8212	8346
2008	6745	6902
2009	2182	1880

Year	Total Volume	Cost Per Letter	Total Yearly Cost
2004	14391	\$26.08	\$375,388.00
2005	10053	\$26.94	\$270,792.00
2006	9379	\$27.65	\$259,331.00
2007	8346	\$33.24	\$277,445.00
2008	6902	\$35.05	\$241,933.00
2009	5729	\$40.98	\$234756.00

Please note the "Total Yearly Cost" factor in the overhead cost for the Office of Earnings Operations and SSA Central Office. The cost amounts shown for 2009 are based on an estimate for the entire year.

THE SOCIAL SECURITY ADMINISTRATION'S LETTER-FORWARDING PRACTICES

We will attempt to forward a letter to inform a person about something important, such as:

- a death or serious illness in the immediate family
- a large amount of money that is due the person.
- The person must not know about the matter.
- It must be something the person would want to know.

Letters to be forwarded

We read each letter to be sure that it would not embarrass the person if someone else read it.

- Send the letter in a plain, unstamped, envelope.
- Show only the person's name.
- Do not enclose pictures or anything of value.
- We do not accept volume requests for letter forwarding (100 or more letters in a single request).

Searching for an address

To search for an address in our records, we need:

- the person's Social Security number, or
- the person's full name, date and place of birth, father's name, and mother's full birth name.

We usually send a letter in care of the employer most recently reporting earnings for the person. We have the home address only if the person is receiving benefits. We cannot assure that a letter will be delivered or that you will receive a reply. We cannot send a second letter.

Fees

- We do not charge for forwarding letters to immediate family members.
- We charge a \$25 fee to cover our costs for a letter to inform the person of money or property due him or her.
- Fees are not refundable.

You may pay by check or money order made payable to the Social Security Administration or by credit card (Master Card, Visa, Discover, American Express or Diner's Club). To pay by credit card, complete and sign the enclosed form. Be sure to include your credit card number and expiration date. Send your request and payment to:

Social Security Administration
Letter Forwarding
P.O. Box 33022
Baltimore, MD 21290-3022