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[Docket No: SSA-2026-1057]

Agency Information Collection Activities: Comment Request

The Social Security Administration (SSA) publishes a list of information collection packages requiring clearance by the Office of Management and Budget (OMB) in compliance with Public Law 104-13, the Paperwork Reduction Act of 1995, effective October 1, 1995. This notice includes revisions of OMB-approved information collections and one new collection.

SSA is soliciting comments on the accuracy of the agency's burden estimate; the need for the information; its practical utility; ways to enhance its quality, utility, and clarity; and ways to minimize burden on respondents, including the use of automated collection techniques or other forms of information technology. Mail, email, or fax your comments and recommendations on the information collection(s) to the OMB Desk Officer and SSA Reports Clearance Officer at the following addresses or fax numbers.

(OMB)

Office of Management and Budget

Attn: Desk Officer for SSA

(SSA)

Social Security Administration, OLCA

Attn: Reports Clearance Director

Mail Stop 3253 Altmeyer

6401 Security Blvd.

Baltimore, MD 21235

Fax: 833-410-1631

Email address: OR.Reports.Clearance@ssa.gov

Or you may submit your comments online through https://www.reginfo.gov/public/do/PRAmain by clicking on Currently under Review - Open for Public Comments and choosing to click on one of SSA's published items. Please reference Docket ID Number [SSA-2026-1057] in your submitted response.

SSA submitted the information collections below to OMB for clearance. Your comments regarding these information collections would be most useful if OMB and SSA receive them 30 days from the date of this publication. To be sure we consider your comments, we must receive them no later than **[INSERT DATE 30 DAYS AFTER DATE OF PUBLICATION IN THE FEDERAL REGISTER]**. Individuals can obtain copies of this OMB clearance package by writing to the OR.Reports.Clearance@ssa.gov.

1. **Application for Parent's Insurance Benefits -- 20 CFR 404.370, 404.371, 404.373, 404.374 & 404.601-404.603 -- 0960-0012.** Section 202(h) of the Social Security Act (Act) establishes the conditions of eligibility a claimant must meet to receive monthly benefits as a parent of a deceased worker who was contributing at least one-half of the parent's support within 2 years of when the deceased worker became disabled, or at least one-half support at the time of the worker's death. SSA uses information from Form SSA-7-F6, Application for Parent's Insurance Benefits, to determine if the claimant meets the eligibility criteria. The respondents are applicants filing for Parent's Insurance Benefits.

   Type of Request: Revision of an OMB-approved information collection.

Method of Completion	Number of Respondents	Frequency of Response	Average Burden Per Response (minutes)	Estimated Total Annual Burden (hours)	Average Theoretical Hourly Cost Amount (dollars)*	Average Wait Time in Field Office or for Teleservice Centers (minutes) **	Total Annual Opportunity Cost (dollars)***
SSA-7-F6 (Paper – Mailed)	66	1	30	33	$33.54*	N/A	$1,107***
SSA-7 (Fillable PDF, Upload Documents)	60	1	30	30	$33.54*	N/A	$1,006***
Interview (MCS – Telephone or In-Person)	296	1	30	148	$33.54*	11**	$6775***
Totals	**422**			**211**			**$8,888*** **

*We based this figure on an average U.S. citizen's hourly salary ($33.54), as reported by Bureau of Labor Statistics data (Occupational Employment and Wage Statistics).

** We based this 11-minute figure on the average combined August 2026 wait times for field offices (21 minutes, as captured by management information data and posted on our public-facing website, (Social Security performance | SSA)) and for teleservice centers (1 minute, which represents the average time it takes for a call to be picked up automatically by our systems and then routed to an SSA technician; this figure also comes from management information data). As the figures fluctuate, the actual wait times may differ slightly from the averages reported here. We will update these figures periodically to reflect the most accurate available data. We did not include an in-office wait time for the paper form, as respondents only mail it in; therefore, they do not experience any wait time.

*** This figure does not represent actual costs that SSA is imposing on individuals; rather, these are theoretical opportunity costs for the additional time respondents will spend to complete the information collection. **There is no actual charge to respondents to complete the information collection**.

2. Employment Relationship Questionnaire -- 20 CFR 404.1007 -- 0960-0040.

When SSA needs to confirm a worker's employment status to ensure the accuracy of a worker's earning records, the agency uses Form SSA-7160, Employment Relationship Questionnaire, to determine the existence of an employer-employee relationship. We use the information this form collects to determine whether a beneficiary is self-employed, or if the beneficiary is an employee. The respondents are individuals seeking to establish their status as employees, as well as households, businesses, and state or local governments seeking to establish their status as alleged employers.

Type of Request*:* Revision of an OMB approved information collection.

Method of Completion	Number of Respondents	Frequency of Response	Average Burden Per Response (minutes)	Estimated Total Annual Burden (hours)	Average Theoretical Cost Amount (dollars)*	Average Wait Time in Field Office (minutes)**	Total Annual Opportunity Cost (dollars) ***
SSA-7160	19	1	25	8	$33.54*	21**	$503***

*We based this figure on an average U.S. citizen's hourly salary ($33.54), as reported by Bureau of Labor Statistics data (Occupational Employment and Wage Statistics).

** We based this figure on the average August 2026 wait time for field offices (21 minutes), as captured by SSA's current management information data. This figure is also posted on our public-facing website (Social Security performance | SSA). As the figures fluctuate, the wait times may be different on the website

than they appear here. While we have included wait time for all respondents who complete the paper form, we note that respondents are not required to complete the form in person and those who mail or drop off a completed form do not experience any wait time.

*** This figure does not represent actual costs that SSA is imposing on individuals; rather, these are theoretical opportunity costs for the additional time respondents will spend to complete the information collection. **There is no actual charge to respondents to complete the information collection**.

3. **Farm Self-Employment Questionnaire -- 20 CFR 404.1082(c) & 404.1095 -- 0960-0061.** SSA collects the information on Form SSA-7156 on a voluntary, as-needed basis to determine the existence of an agriculture trade or business which may affect the insured status or monthly benefit of a retirement applicant. When an applicant indicates self-employment as a farmer, SSA uses the SSA-7156 to determine the existence of an agricultural trade or business, and to calculate subsequent covered earnings for Social Security entitlement purposes the applicant is claiming. As part of the application process, we conduct a personal interview with the applicant, either face-to-face or via telephone, and document the interview using Form SSA-7156. Alternately, applicants have the option of using our Upload Documents portal (OMB No. 0960-0830), which allows them to complete and submit the form online in lieu of an interview. The respondents are applicants for Social Security benefits whose entitlement and amount of benefits depend on establishing if the worker received covered earnings from self-employment as a farmer, and if so how much they earned.

Type of Request: Revision of an OMB-approved information collection.

Method of	Number of	Frequency	Average	Estimated	Average	Average	Total

Completion	Respondents	of Response	Burden per Response (minutes)	Total Annual Burden (hours)	Theoretical Hourly Cost Amount (dollars)*	wait time in field office or for teleservice centers (minutes) **	Annual Opportunity Cost (dollars)**
SSA-7156 (Fillable PDF – Upload Documents)	54	1	15	14	$18.09*	N/A	$253***
SSA-7156 – (In-Person Interview)	6	1	15	2	$18.09*	11**	$54***
Totals	**60**			**16**			**$307*** **

* We based this figure on an average Farmworkers and Laborers, Crop Nursery, and Greenhouse salary ($18.09) as reported by Bureau of Labor Statistics data (Occupational Employment and Wage Statistics).

** We based this 11-minute figure on the average combined August 2026 wait times for field offices (21 minutes, as captured by management information data and posted on our public-facing website, (Social Security performance | SSA)) and for teleservice centers (1 minute, which represents the average time it takes for a call to be picked up automatically by our systems and then routed to an SSA technician; this figure also comes from management information data). As the figures fluctuate, the actual wait times may differ slightly from the averages reported here. We will update these figures periodically to reflect the most accurate available data.

*** This figure does not represent actual costs that SSA is imposing on individuals; rather, these are theoretical opportunity costs for the additional time respondents will spend to complete the information collection. **There is no actual charge to respondents to complete the information collection**.

4. **Certification by Religious Group -- 20 CFR 404.1075 -- 0960-0093.** Under the Internal Revenue Code, Section 1402(g), certain self-employed religious group members may receive a waiver of all Social Security benefits and payments and thus will be exempt from paying Social Security taxes, if SSA determines they qualify for the waiver. A religious group's authorized spokesperson completes and submits to SSA Form SSA-1458, Certification by Religious Group, so SSA can verify if religious organizational members meet or continue to meet the criteria for exemption. The respondents are spokespersons for religious groups or sects seeking a waiver for Social Security payments and benefits under IRS Code Section 1402(g).

Type of Request*:* Revision of an OMB approved information collection.

Method of Completion	**Number of Respondents**	**Frequency of Response**	**Average Burden Per Response (minutes)**	**Estimated Total Annual Burden (hours)**	**Average Theoretical Cost Amount (dollars)***	**Total Annual Opportunity Cost (dollars) *** **
SSA-1458	318	1	15	80	$33.54*	$2,683**

* We based this figure on an average U.S. citizen's hourly salary ($33.54), as reported by Bureau of Labor Statistics data (Occupational Employment and Wage Statistics).

** This figure does not represent actual costs that SSA is imposing on individuals; rather, these are theoretical opportunity costs for the additional time respondents will spend to complete the information collection. **There is no actual charge to respondents to complete the information collection**.

5. **Notice Regarding Substitution of Party Upon Death of Claimant Reconsideration of Disability Cessation -- 20 CFR 404.907-404.921 and 416.1407-416.1421 -- 0960-0351.** When a claimant dies before we make a

determination on that person's request for reconsideration of a disability cessation, SSA seeks a qualified substitute party who may choose to pursue the appeal. If SSA locates a qualified substitute party, the agency uses Form SSA-770-U4 to collect information about whether to pursue or withdraw the reconsideration request. We use this information as the basis for the decision to continue or discontinue the appeals process. Respondents are individuals with a relationship to the deceased or the deceased's estate who may be made a substitute party and proceed with or withdraw the reconsideration request.

Type of Request: Revision of an OMB approved information collection.

Method of Completion	**Number of Respondents**	**Frequency of Response**	**Average Burden Per Response (minutes)**	**Estimated Total Annual Burden (hours)**	**Average Theoretical Cost Amount (dollars)***	**Average Wait Time in Field Office (minutes)****	**Total Annual Opportunity Cost (dollars) *****
SSA-770-U4	237	1	5	20	$ 33.54*	21**	$3,455***

* We based this figure on an average U.S. citizen's hourly salary ($33.54), as reported by Bureau of Labor Statistics data (Occupational Employment and Wage Statistics).** We based this figure on the average August 2026 wait time for field offices (21 minutes), as captured by SSA's current management information data. This figure is also posted on our public-facing website (Social Security performance | SSA). As the figures fluctuate, the wait times may be different on the website than they appear here. While we have included wait time for all respondents who complete the paper form, we note that respondents are not required to complete the form in person, and those who mail or drop off a completed form do not experience any wait time.

*** This figure does not represent actual costs that SSA is imposing on individuals; rather, these are theoretical opportunity costs for the additional time respondents will spend to complete the information collection. **There is no actual charge to respondents to complete the information collection**.

6. **Missing and Discrepant Wage Reports Letters, Questionnaires, and Online Reconciliation Application -- 20 CFR 31.6051-2 -- 0960-0432.** Each year employers report the wage amounts they paid their employees to the Internal Revenue Service (IRS) for tax purposes, and separately to SSA for retirement and disability coverage purposes. Employers are required to report the same figures to SSA and the IRS. However, each year some of the employer wage reports SSA receives diverge from the amounts the same employers reported to the IRS. SSA uses Forms SSA-L93-SM, SSA-L94-SM, SSA-95-SM, and SSA-97-SM to work with employers to resolve the discrepancy and, ultimately, to ensure employees receive full credit for their wages. This information collection tool also includes the online IRS/SSA Reconciliation portal, which is a streamlined version of the SSA-95-SM and the SSA-97-SM. The IRS/SSA Reconciliation portal guides employers to the appropriate solutions and will link the users to on-line tools to correct issues. The respondents are employers who reported different wage amounts to SSA than they reported to the IRS.

Type of Request: Revision of an OMB approved information collection.

Method of Completion	**Number of Respondents**	**Frequency of Response**	**Average Burden Per Response (minutes)**	**Estimated Total Annual Burden (hours)**	**Average Theoretical Cost Amount (dollars)***	**Total Annual Opportunity Cost (dollars) *** **
SSA-95-SM and SSA-97-SM (and accompanying cover letters SSA-L93, L94) (paper version)	356,800	1	30	178,400	$33.54*	$5,983,536**

IRS/SSA Reconciliation (online version)	89,200	1	30	44,600	$33.54*	$1,495,884**
Totals	**446,000**			**223,000**		**$7,479,420****

* We based this figure on an average U.S. citizen's hourly salary ($33.54), as reported by Bureau of Labor Statistics data (Occupational Employment and Wage Statistics).

** This figure does not represent actual costs that SSA is imposing on individuals; rather, these are theoretical opportunity costs for the additional time respondents will spend to complete the information collection. **There is no actual charge to respondents to complete the information collection**.

7. **Request for Social Security Earning Information -- 20 CFR 404.100 and 404.810 -- 0960-0525.** The Act permits wage earners, or their authorized representatives, to request Social Security earnings information from SSA using Form SSA-7050-F4. SSA uses the information the respondent provides on Form SSA-7050-F4 to verify the wage earner has: (1) earnings; (2) the right to access the correct Social Security Record; and (3) the right to request the earnings statement. If we verify all three items, SSA produces an Itemized Statement of Earnings (Form SSA-1826), which can be certified or non-certified, and includes the names and addresses of employers and the earnings associated with each employer, or a Certified Yearly Totals of Earnings, which only includes the total earnings for each year but does not include the names and addresses of employers, and sends it to the requestor. If we cannot verify the items, we will inform the respondent we cannot provide them with the requested Statement of Earnings due to this mismatch. The agency charges respondents for sending them an Itemized Statement of Earnings, or for a Certified Yearly Totals of Earnings. Respondents

are wage earners and their authorized representatives who are requesting Itemized Statement of Earnings records or Certified Yearly Totals of Earnings.

Type of Request: Revision of an OMB approved information collection.

Method of Completion	Number of Respondents	Frequency of Response	Average Burden Per Response (minutes)	Estimated Total Annual Burden (hours)	Average Theoretical Cost Amount (dollars)*	Total Annual Opportunity Cost (dollars) ***
SSA-7050-F4	66,800	1	11	12,247	$33.54*	$410,764**

* We based this figure on an average U.S. citizen's hourly salary ($33.54), as reported by Bureau of Labor Statistics data (Occupational Employment and Wage Statistics).

** This figure does not represent actual costs that SSA is imposing on individuals; rather, these are theoretical opportunity costs for the additional time respondents will spend to complete the information collection.

The actual charge for an Itemized Statement of Earnings or a Certified Yearly Total of Earnings to be shown on the SSA-7050-F4 is as follows:

Type of Respondent	Number of requests	Cost per request	Annual Cost Across All Requests Per Year
Non-Certified Respondent	35,000	$49	$1,715,000
Certified Respondent	20,000	$79	$1,580,000
Certified Yearly Totals of Earnings	11,800	$30	$354,000
Total	**66,880**		**$3,649,000**

8. **Function Report Adult-Third Party -- 20 CFR 404.1512 & 416.912 -- 0960-0635.** Individuals applying for or receiving Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) must provide SSA with medical evidence and other proof SSA requires to prove their disability. SSA, and Disability Determination Services (DDS) on our behalf, collect information

from third parties who know the adult applying for SSDI or SSI and who can provide information about how the adult's purported disability affects the adult's ability to function. The respondents are third parties familiar with the functional limitations (or lack thereof) of claimants for or recipients of SSI and SSDI benefits.

Type of Request: Revision of an OMB approved information collection.

Method of Completion	Number of Respondents	Frequency of Response	Average Burden Per Response (minutes)	Estimated Annual Burden (hours)	Average Theoretical Hourly Cost Amount (dollar)*	Total Annual Opportunity Cost (dollars)**
SSA-3380-BK	635,620	1	61	646,214	$33.54*	$21,674,018 **

* We based this figure on an average U.S. citizen's hourly salary ($33.54), as reported by Bureau of Labor Statistics data (Occupational Employment and Wage Statistics).

** This figure does not represent actual costs that SSA is imposing on individuals; rather, these are theoretical opportunity costs for the additional time respondents will spend to complete the information collection. **There is no actual charge to respondents to complete the information collection.**

9. **Function Report -- Adult 20 CFR 404.1512 and 416.912 -- 0960-0681.** SSA requires individuals applying for or receiving SSDI or SSI benefits to provide us with medical evidence and other information we may need to prove their disability. SSA staff, and State DDS employees on SSA's behalf, use Form SSA-3373, an in-person interview, or a telephone interview to collect information directly from an adult SSI or SSDI claimant or recipient about how their purported disability affects their activities, capabilities, and general ability to function. We use this information to help determine eligibility, or continued

eligibility, for SSI and SSDI claims. The respondents are adult Title II and Title XVI claimants, or current recipients undergoing redeterminations of benefits.

Type of Request: Revision of an OMB approved information collection.

Method of Completion	Number of Respondents	Frequency of Response	Average Burden Per Response (minutes)	Estimated Total Annual Burden (hours)	Average Theoretical Cost Amount (dollars)*	Average Wait Time in Field Office or Teleservice Centers (minutes)**	Total Annual Opportunity Cost (dollars) ***
SSA-3373	1,812,929	1	61	1,843,144	$14.27*	11**	$31,044,585***

* We based this figure on average disability payments ($14.27) based on SSA's current FY 2026 data (Effect of COLA on Average Social Security Benefits).

** We based this 11-minute figure on the average combined August 2026 wait times for field offices (21 minutes, as captured by management information data and posted on our public-facing website, (Social Security performance | SSA)) and for teleservice centers (1 minute, which represents the average time it takes for a call to be picked up automatically by our systems and then routed to an SSA technician; this figure also comes from management information data). As the figures fluctuate, the actual wait times may differ slightly from the averages reported here. We will update these figures periodically to reflect the most accurate available data.

*** This figure does not represent actual costs that SSA is imposing on individuals; rather, these are theoretical opportunity costs for the additional time respondents will spend to complete the information collection. **There is no actual charge to respondents to complete the information collection**.

10. **Electronic Records Express (ERE) and Electronic Records Appointed Representative Services (ERE-ARS) -- 20 CFR 404.1512 and 416.912 -- 0960-0753.**

Electronic Records Express (ERE) is a web-based SSA system that allows medical providers, educational providers, and other third parties, such as teachers and school administrators, to electronically submit disability claimant evidence to SSA after completing the required registration and login process. SSA and State DDS employees use ERE to request and receive medical and educational records needed to determine eligibility for disability benefits. When the available evidence provided to us is insufficient, SSA also uses ERE to order and receive consultative examination reports. This information collection also includes ERE Appointed Representative Services (ERE-ARS), which allows appointed representatives to securely access online copies of documents and digital audio hearing recordings contained in their clients' disability claim files. Through ERE-ARS, appointed representatives can obtain the same information that SSA provides to disability claimants, and can submit information collections and evidence on behalf of the disability claimants they serve. To ensure only authorized people access ERE or ERE-ARS, SSA requires third parties to complete a unique registration process if they wish to use this system. The respondents are medical providers who evaluate or treat disability claimants or recipients, other third parties with connections to disability applicants or recipients (e.g., Teachers and school administrators for child disability applicants), and appointed representative who voluntarily choose to use ERE or ERE-ARS.

Type of Request: Revision of an OMB-approved information collection.

Method of Completion	**Number of Respondents**	**Frequency of Response**	**Average Burden per Response (minutes)**	**Estimated Total Annual Burden (hours)**	**Average Theoretical Hourly Cost Amount (dollars)***	**Total Annual Opportunity Cost (dollars)****

ERE (ERE sign-ins and activities)	6,121,008	1	10	1,020,168	$51*	$52,028,568**
ERE (account registrations)	3,668	1	35	2,140	$51*	$109,140**
ERE-ARS (technician-assisted actions)	500	1	15	125	$89.35*	$11,169**
ERE-ARS (Number of downloads)	135,477,567	1	1	2,257,960	$89.35*	$201,748,726**
Totals	**141,602,743**			**3,280,391**		**$253,897,603****

* We based this figure on the average combined Healthcare Practitioners and Technical Occupations Worker's ($52.26), Secondary School Administrator's ($48.99) hourly salary ($51 total), and an average Lawyer's ($89.35) hourly salary, as reported by Bureau of Labor Statistics data (Occupational Employment and Wage Statistics).

** This figure does not represent actual costs that SSA is imposing on individuals; rather, these are theoretical opportunity costs for the additional time respondents will spend to complete the information collection. **There is no actual charge to respondents to complete the information collection**.

11. Management of Authorization for Government Users, Institutions, and Customers (MAGIC) -- 20 CFR 401.45, 20 CFR 402 -- 0960-NEW.

Introduction

To support the agency's priority of offering the best possible online access to the public, SSA is creating a new public credentialing and authorization process, hereafter called Management of Authorization for Government Users, Institutions, and Customers (MAGIC), that provides secure access to SSA's electronic services for the Business Services Online (BSO) and Government Services Online (GSO)

users. These users will be able to access MAGIC after securely verifying their identities through existing government-approved authentication methods.

Background

Currently SSA Integrated Registration Services (IRES), OMB No. 0960-0626, provides authentication and authorization services to support business and government services through our BSO and GSO websites. Built in the late 1990s and early 2000s, IRES does not meet current federal authentication and digital identity requirements. Because of that, we decommissioned IRES registration in July 2025 to ensure new users do not attempt to use the system.

Our new application, MAGIC, will replace IRES as the new registration and authorization process for Business Services Online (BSO) and Government Services Online (GSO). Current IRES respondents will register to use the new MAGIC process along with new users who wish to do business with SSA through the BSO and GSO portals. The new process will allow individuals within business and government entities to fully manage access for their users.

Management of Authorization for Government Users, Institutions, and Customers (MAGIC)

MAGIC is a self-service authorization framework. Each entity will designate a Responsible Entity Officer (REO) who is authorized to execute agreements on behalf of the entity that are legally binding and enforceable. The REO should have authority to access any information available to the entity through any Social Security service; authorize the disclosure of that information when appropriate; and delegate other individuals to have access to it.

Each designated REO will create a MAGIC account and self-attest, acknowledging responsibility for all business conducted in MAGIC, BSO, and GSO on behalf of their organization. As a convenience, our framework includes

additional administrative roles that the REO can delegate, authorizing another individual to manage the organization's MAGIC account. The REO and additional administrative roles have a higher level of safeguarding and security. The REO and/or additional administrative roles will delegate service roles authorizing other users to conduct specific BSO/GSO business during a specified timeframe on the organization's behalf, which includes third-party organizations. Both the REO and Administrator can revoke service roles as well. Every user (i.e., REO, Administrator, or Service User) will use their own credential to access MAGIC and BSO/GSO.

Currently, potential MAGIC users can authorize their credentials via Login.gov or ID.me through our eAccess platform (OMB No. 0960-0789). MAGIC will then allow businesses to specify who is appropriate to act on the business' behalf. MAGIC will offer the following features for the REO:

- Include a single credential through one of SSAs CSPs to any customer who wants to do business online with the agency and meets the eligibility criteria (approved under OMB Control No. OMB #0960-0789);
- Allow users to give authorization to the appropriate employees to conduct business with us;
- Offer access to some of our services online while providing us with an acceptable level of confidence in the identity of the person requesting access to these services;
- Use a risk-based approach to balance security, ease of use, compliance, cost, and feasibility consideration; and
- Provide a user-friendly means for the public to conduct extended business with us online instead of visiting local servicing offices or requesting information over the phone.

In addition, MAGIC will offer organizational REOs the option of technician assistance for unlocking and blocking user accounts within their organization, or for terminating the REO account. In this way, MAGIC will give more flexibility to organizations and businesses who do business with SSA through the BSO and GSO portals. Overall, MAGIC will offer organizations accessibility to SSA's online services while ensuring those services are both secure and user-friendly. Respondents are individuals registering and authorizing users for access to BSO and GSO.

Type of Request: Request for a new information collection.

Method of Completion	**Number of Respondents** +	**Frequency of Response**	**Average Burden Per Response (minutes)**	**Estimated Total Annual Burden (hours)**	**Average Theoretical Cost Amount (dollars)***	**Average Dedicated BSO Call Line Wait Time (minutes)****	**Total Annual Opportunity Cost (dollars) *****
Internet Registrations	2,000,000+	1	2	66,667	$33.54*	N/A	$2,236,011***
CSA Screens (Technician Assisted Unlocking/ Blocking Account; Terminate REO)	100,000+	1	2	3,333	$33.54*	2**	$223,578***
Internet Sign-Ins	2,000,000+	1	1	33,333	$33.54*	N/A	$1,117,989***
Totals	**4,100,000+**			**103,333**			**$3,577,578*** **

+ The reported number of respondents is an estimate since this is a new information collection. Once we have MI data for this new information collection, we will submit a Change Request to update the burden with more accurate data.

* We based this figure on an average U.S. citizen's hourly salary ($33.54), as reported by Bureau of Labor Statistics data (Occupational Employment and Wage Statistics).

** We based this figure on the FY 2026 wait times for the dedicated BSO Call Line, stemming from SSA's current management information data. We will continue to consult our management information data on call wait times to ensure we report updated figures when possible.

*** This figure does not represent actual costs that SSA is imposing on individuals; rather, these are theoretical opportunity costs for the additional time respondents will spend to complete the information collection. **There is no actual charge to respondents to complete the information collection.**

12. **Universal Benefits Application (UBA) -- 20 CFR 20 CFR 404.704; 404.1512, 416.200, 416.912, and 422.510 -- 0960-NEW.**

Background

Individuals who want to apply for Social Security benefits electronically must currently use SSA's Internet-based iClaim application (OMB No. 0960-0618) to do so. While the iClaim online application platform is widely used and has received positive feedback over the years, it has several limitations. iClaim is built on a 20-year-old platform which no longer meets National Institute of Standards and Technology (NIST) minimum systems requirements, limiting SSA's ability to continue to technologically support and update this platform. In addition, in some circumstances iClaim is not actually a fully electronic application method: some respondents using iClaim may also need to manually submit supplementary documentation (by mail or via the Upload Documents portal, OMB No. 0960-0830) when an SSA technician who has reviewed their application requests additional information. This process can be lengthy for respondents, as it requires them to both submit an application through iClaim and to wait for a technician to identify the documents or forms they need to complete,

some of which may be available online through Upload Documents, and a few of which are only available as paper forms.

To improve the benefits filing process, offer a more efficient online experience, and align the online benefits application with current NIST standards, SSA is implementing the Universal Benefits Application (UBA) platform, a common platform that will allow individuals with different application needs to use one website to complete their benefit applications online.

Universal Benefits Application (UBA)

UBA is a single website offering a more effective and "smart" online process that navigates individuals directly to the benefit applications and supplemental forms they need to submit electronically to SSA, after which an SSA technician supports (if needed) the individuals through the development process to achieve a better customer experience. UBA also unifies several capabilities to create a seamless experience utilizing SSA.gov, *my* Social Security, UBA, and electronic signatures. In addition, UBA will offer enhanced functionality not offered by iClaim, through allowing respondents to both complete all necessary benefits applications through one platform and also provide the capability for respondents to upload associated evidence and other documentation through the same portal prior to submission of the benefits application(s). We will be releasing UBA on a multiple-phase basis, with additional benefit application types being added on an iterative basis. This initial clearance is for the UBA concept website and for its initial applications, the Lump-Sum Death Payment (OMB No. 0960–0013), and the Retirement Insurance Benefits (OMB No. 0960–0618).

While UBA works similarly to iClaim in some respects, it represents a more technologically advanced, efficient process in multiple ways:

A) **Smart Pathing.** In contrast to iClaim's dynamic pathing process, UBA uses

an enhanced form of dynamic pathing called "smart pathing." While dynamic pathing only presents relevant questions to the user (e.g., individuals indicating that they have never been married, are not presented with questions about marriage), smart pathing goes even further by automatically incorporating information we already have (either from earlier questions or from our records).

B) **Leveraging Existing Information.** UBA is unique in that it will fully leverage existing information within SSA's internal records. This contrasts with iClaim in two ways. First, it saves respondents time from completing any information UBA can already access from their records. Second, it will ensure respondents are not asked any questions for which we already have information on their records.

C) **Scope of Included Applications.** While iClaim only covers a limited number of SSA's benefit-related applications[1], UBA will ultimately allow respondents to access all of SSA's benefits applications, as well as other associated information collections which they may need to submit as part of the benefits application process (e.g., SSA-3369-BK, Work History Report). For those associated information collections which currently have either no, or limited, electronic submission options, SSA will convert them to Internet-based, smart pathing applications to make them available through the UBA platform.

D) **Ability to Upload Additional Evidence or Information.** iClaim only allows for the electronic completion and submission of an application, but respondents must submit required supplementary evidence or information they

[1] Specifically iClaim encompasses the following information collections: OMB No. 0960-0618: SSA-1, Application for Retirement Benefits; SSA-2, Application for Wife's or Husband's Insurance Benefits; SSA-16, Application for Disability Insurance Benefits; OMB No. 0960-0444: SSA-8001, Application for Supplemental Security Income; OMB No. 0960-0623: SSA-827, Authorization to Disclose Information to the Social Security Administration; OMB No. 0960-0144: SSA-3441, Disability Report Appeal; and OMB No. 0960-0579: SSA-3368, Disability Report – Adult.

are later asked for either via mail, in person at a field office, or by using a separate online platform, Upload Docs. In contrast, when its full functionality is ultimately realized, UBA will allow respondents to upload additional evidence through the platform, ensuring respondents can use the same platform for all necessary transactions related to benefits applications. In this way, UBA will provide a better, more efficient, and faster experience than our current processes (including iClaim).

How to Access and Use UBA:

A) Respondents can access UBA through the "Apply for Benefits" link from our main website, SSA.gov, or through their *my* Social Security accounts.

B) Per the requirements of *E.O. 14058*, respondents must use a secured portal to submit benefits information to SSA online. Therefore, respondents first authenticate themselves using the agency's eAccess authentication tool (OMB No. 0960-0789), which then navigates them to Login.gov or ID.me. The latter portals identity-proof the individuals so they can securely submit their benefits requests to SSA through UBA.

C) Once the respondents complete the authentication and identity-proofing process, the system directs them back to the main UBA information page that explains how the UBA online process works, including the information we will ask, who can apply, how long it will take to complete the application, and the Terms of Service. Since respondents filing via UBA will already be authenticated at this point, the core identity information they provided during the authentication process will automatically propagate into the UBA path, so individuals do not need to re-enter that information.

D) After respondents read the necessary information, UBA presents respondents with a short screener tool which helps navigate them to the correct benefits

application(s) to complete. The screener tool helps determine the type of benefits for which individuals are eligible, and whether they meet the criteria to file online. If the individuals do not meet the criteria to apply online, the SSA screener routes them to the Appointment Scheduling Calendar (OMB No. 0960-0828) or directs them to the National 800 Number to schedule an in-person appointment. The screener routes those respondents who can use the online platform to the appropriate benefits application(s) for completion. The benefits applications behind the UBA platform all use the same smart pathing process as the screener, making the process of completing the benefits application(s) easier for the respondents.

E) After individuals answer the questions for both their specific benefit application and supplemental forms (if needed), they can then review a summary of their responses, electronically sign, and submit their application. Individuals also have an opportunity to view and print the benefit application summary and a receipt for their records. Once the respondent approves the application summary, UBA allows them to upload evidence or other documentation prior to electronically signing and submitting their UBA application. Although UBA does not currently allow respondents to submit supporting or supplementary documentation after they sign and submit their applications, SSA allows respondents to use other means, including Upload Documents (OMB No. 0960-0830), to submit documentation after a UBA submission. Ultimately, UBA will allow offer this functionality.

Note: SSA uses various forms of communication to inform the public of the programs we administer, and our outreach efforts include social media, digital services, print and television advertisements, and aid from community partners who provide information to the public. We are using all these communication

pathways to inform the public and encourage them to try the new UBA platform. For those respondents who do not wish to file online using UBA (or iClaim), SSA maintains our other options for filing the benefits applications (e.g., in person/telephone interviews, paper forms, Upload Documents submissions, etc.). SSA representatives in field offices and teleservice centers are available to assist individuals throughout the benefit application process using these other methods. At this time, individuals can access the SSA-8, Lump Sum Death Payment (LSDP) (OMB No. 0960-0013), and the Retirement Insurance Benefits (RIB) Application, SSA-1 (OMB No. 0960–0618). We will continue to roll out additional new benefit applications behind the UBA portal beyond these two initial applications on a rolling basis. Respondents will complete all of the applications we add to the UBA portal using the smart pathing methodology. Eventually, the UBA portal will replace iClaim and add additional types of benefit applications to this new cloud-based platform. The respondents are authenticated individuals filing for their own benefits who choose to use the Internet, and specifically UBA, to conduct business with SSA. The initial releases only allow authenticated non-disabled individuals filing for their own benefits (i.e., first-party) to access UBA. Third parties are not able to access the UBA at this time.

Type of Request: Request for a new information collection already in use.

Method of Completion	**Number of Respondents**	**Frequency of Response**	**Average Burden per Response (minutes)**	**Estimated Total Annual Burden (hours)**	**Average Theoretical Hourly Cost Amount (dollars)*** **	**Total Annual Opportunity Cost (dollars)**** **
UBA Informational Screens and Screener Questions+	2,223,305	1	7	259,386	$33.54*	$8,699,806**

[+] After authenticating, respondents will need to read information regarding the UBA application, including the Terms of Service, then they will complete a screener to help navigate to the appropriate benefit application.

* We based this figure on an average U.S. citizen's hourly salary ($33.54), as reported by Bureau of Labor Statistics data (Occupational Employment and Wage Statistics).

** This figure does not represent actual costs that SSA is imposing on individuals; rather, these are theoretical opportunity costs for the additional time respondents will spend to complete the information collection. **There is no actual charge to respondents to complete the information collection**.

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