



Office *of the* Inspector General

SOCIAL SECURITY ADMINISTRATION

SSA Warning

Impersonation Scheme

WHAT?

The Social Security Administration (SSA) and its Office of the Inspector General (OIG) have received reports from citizens across the country about phone calls from individuals posing as our employees.

The caller says that citizens are due a 1.7 percent cost-of-living adjustment (COLA) of their Social Security benefits. The caller then asks citizens to verify personal information, such as their name, date of birth, and Social Security number (SSN) to receive the increase.

If the impersonator is successful in getting this information, they use it to contact us and request changes to the victim's direct deposit, address, and telephone information.

WHAT CAN I DO?

Be cautious of unsolicited phone calls or other communications from people claiming to be from SSA or other government agencies. Know the source of the communication before providing information.

Avoid providing personal information such as your SSN or bank account numbers to unknown people over the phone or internet unless you are certain of whom is receiving that information.

HOW TO REPORT?

If you receive a suspicious call from someone allegedly from SSA, you may report the call to the OIG:

☐☐ Phone: [1-800-269-0271](tel:1-800-269-0271)

☐☐ Online: oig.ssa.gov/report

If you have questions about any communication—email, letter, text, or phone call—that claims to be from SSA or the OIG, please contact your local Social Security office.

You can call Social Security's toll-free customer service number at 1-800-772-1213, 7 a.m. to 7 p.m., Monday through Friday, to verify call or email legitimacy. People who are deaf or hard-of-hearing can call Social Security's TTY number at 1-800-325-0778.

For more information: oig.ssa.gov/newsroom/scam-awareness

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