

**Congress of the United States**  
**Washington, DC 20515**

March 19, 2025

The Honorable Leland Dudek  
Acting Commissioner  
Social Security Administration  
250 E Street SW  
Washington, DC 20254

Dear Acting Commissioner Dudek:

We write to express our grave concerns about recent reports that the Social Security Administration (SSA) was considering eliminating telephone services. Millions of Americans, especially older adults and individuals with disabilities, rely on this essential service to manage their benefits and navigate the complexities of the Social Security system. We commend your decision to cancel this proposal, and urge you to protect this critical service in the future.

The SSA processes millions of phone calls every year. In fiscal year 2024 alone, the agency received nearly 80 million calls to its 1-800 number<sup>1</sup>, with phone-based claims accounting for about 40% of all claims processed<sup>2</sup>. For many beneficiaries, online services are simply not an option due to technological limitations, lack of internet access, or physical and cognitive impairments. Eliminating or reducing phone services would leave these individuals without the support they rely on to manage their benefits.

Over 7 million seniors receive at least 90% of their income from Social Security<sup>3</sup>, and delays in receiving their benefits could leave them unable to afford basic necessities like food and housing. Any interruption in payments would be disastrous for millions of Americans who rely on these benefits to cover everyday living expenses.

Requiring beneficiaries to seek assistance exclusively online, through artificial intelligence, or in person at SSA field offices would create additional barriers, particularly for those who live far from an office. This change would disrupt services for 73 million Americans<sup>3</sup>—especially seniors and people with disabilities who depend on the toll-free number for help with claims processing, direct-deposit transactions, updating personal information, or simply getting answers to questions<sup>4</sup>.

The SSA is facing significant backlogs and increased wait times due to ongoing staffing shortages. Further cuts, including plans to close in-person field offices, would only exacerbate these challenges, making phone services even more crucial.

We strongly urge you to consider the individuals who may be harmed, as eliminating or reducing phone services would create unnecessary barriers for the most vulnerable populations, at a time<sup>1</sup> when they already face so many challenges. Social Security benefits are earned entitlements that individuals contribute to throughout their entire working lives, and every American deserves the opportunity to access those benefits in a way that is accessible and equitable.

Thank you for your attention to this critical issue. We trust that you will take these concerns seriously and work to preserve essential services that allow Social Security beneficiaries to access the benefits they have earned and rely on.

Sincerely,



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Jared Moskowitz  
Member of Congress



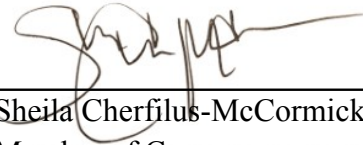
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Al Green  
Member of Congress



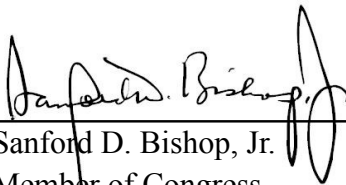
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Frank Pallone, Jr.  
Member of Congress



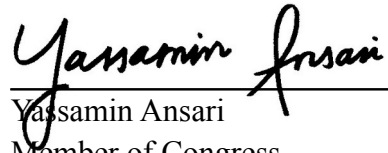
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Sheila Cherfilus-McCormick  
Member of Congress



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Sanford D. Bishop, Jr.  
Member of Congress



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Yassamin Ansari  
Member of Congress



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Seth Magaziner  
Member of Congress



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Deborah K. Ross  
Member of Congress

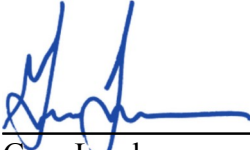
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<sup>1</sup> <https://www.ssa.gov/ssa-performance/800-number-performance>

<sup>2</sup> <https://www.washingtonpost.com/politics/2025/03/12/social-security-phone-doge-elderly-disabled/>

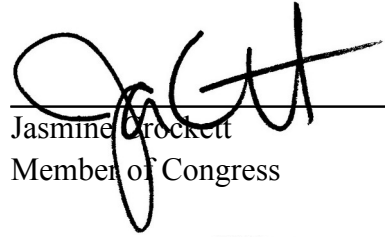
<sup>3</sup> <https://www.americanprogress.org/article/cuts-to-the-social-security-administration-threaten-millions-of-americans-retirement-and-disability-benefits/>

<sup>4</sup> <https://www.washingtonpost.com/politics/2025/03/06/doge-is-driving-social-security-cuts-will-make-mistakes-acting-head-says-privately/>



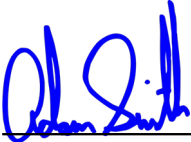
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Greg Landsman  
Member of Congress




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Jasmine Crockett  
Member of Congress



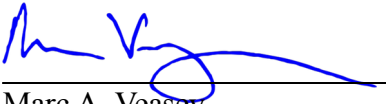
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Adam Smith  
Member of Congress



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Cleo Fields  
Member of Congress



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Marc A. Veasey  
Member of Congress



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Betty McCollum  
Member of Congress



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Yvette D. Clarke  
Member of Congress



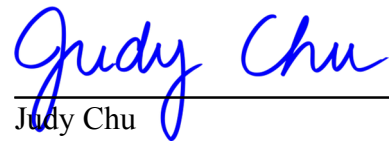
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Debbie Wasserman Schultz  
Member of Congress



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Ro Khanna  
Member of Congress



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Judy Chu  
Member of Congress



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Diana DeGette  
Member of Congress



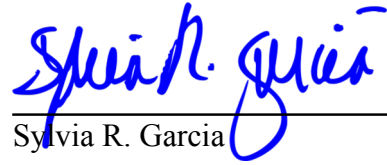
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Paul D. Tonko  
Member of Congress




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Eleanor Holmes Norton  
Member of Congress



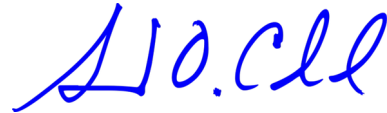
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Sylvia R. Garcia  
Member of Congress



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Chris Deluzio  
Member of Congress



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Salud Carbajal  
Member of Congress



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Josh Gottheimer  
Member of Congress



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Greg Stanton  
Member of Congress



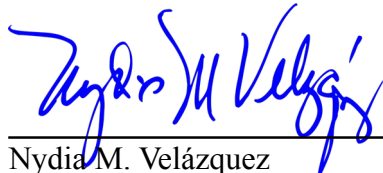
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Lauren Underwood  
Member of Congress



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Derek T. Tran  
Member of Congress



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Nydia M. Velázquez  
Member of Congress



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Brendan F. Boyle  
Member of Congress



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Robert Garcia  
Member of Congress



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Shri Thanedar  
Member of Congress



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James P. McGovern  
Member of Congress



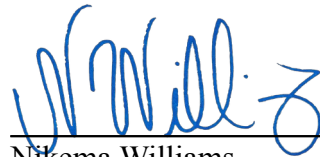
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Dan Goldman  
Member of Congress



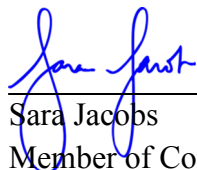
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Gabe Amo  
Member of Congress



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Nikema Williams  
Member of Congress



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Sara Jacobs  
Member of Congress



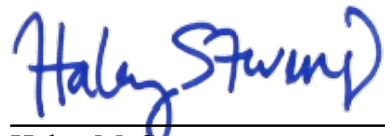
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Eric Swalwell  
Member of Congress



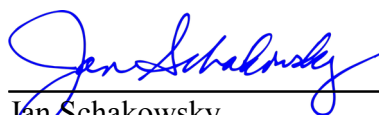
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Steve Cohen  
Member of Congress



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Haley M. Stevens  
Member of Congress



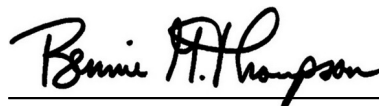
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Jan Schakowsky  
Member of Congress



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Jim Costa  
Member of Congress



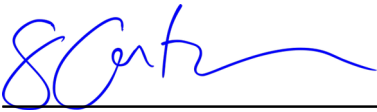
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Bennie G. Thompson  
Member of Congress



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Vicente Gonzalez  
Member of Congress



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Sean Casten  
Member of Congress



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Dina Titus  
Member of Congress



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Nanette Diaz Barragán  
Member of Congress



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Andre Carson  
Member of Congress



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Darren Soto  
Member of Congress



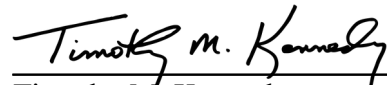
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Jason Crow  
Member of Congress



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Becca Balint  
Member of Congress



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Timothy M. Kennedy  
Member of Congress



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Gilbert Ray Cisneros, Jr.  
Member of Congress



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Grace Meng  
Member of Congress



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Jiu Tokuda  
Member of Congress



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Veronica Escobar  
Member of Congress



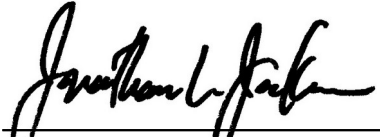
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Gerald E. Connolly  
Member of Congress



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Raja Krishnamoorthi  
Member of Congress



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Jonathan L. Jackson  
Member of Congress



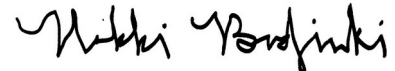
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Chrissy Houlahan  
Member of Congress



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Teresa Leger Fernandez  
Member of Congress



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Nikki Budzinski  
Member of Congress