



## SOCIAL SECURITY

The Commissioner

July 16, 2014

The Honorable Xavier Becerra  
House of Representatives  
Washington, DC 20515

Dear Mr. Becerra:

Thank you for your May 5, 2014 letter sharing your concerns about planned changes in our policy regarding benefit verification letters. We appreciate your advocacy on behalf of those we serve and your interest in this very important matter.

I want to assure you that when we implement any change in procedure, we do so with the goal of improving customer service. We also undertake a thorough review of existing processes/procedures and consider the impact any such changes would have on the public. I have considered your feedback in addition to feedback from other stakeholders. As a result, we have adjusted our plans. We will continue to provide benefit verification letters in our field offices until further notice.

Enclosed are our responses to your specific requests. If I may be of further help, please contact me, or your staff may contact Scott Frey, our Deputy Commissioner for Legislation and Congressional Affairs, at (202) 358-6030.

We also have sent this information to Representative DeLauro.

Sincerely,

Carolyn W. Colvin  
Acting Commissioner

Enclosure