

## IV. Consent

### A. Forms of Valid Written Consent

1. The Permitted Entity or any Financial Institution being serviced by the Permitted Entity, if any, must obtain from each SSN holder a valid Written Consent that meets SSA's requirements as set forth in this user agreement and SSA's regulations. A valid Written Consent includes one of the three following forms of consent:
  - a. SSA-89 (standardized consent form titled Authorization for SSA to Release SSN Verification), with the SSN holder's wet signature. See Exhibit B; or
  - b. SSA-89, in a "pdf fillable" form, signed electronically by the SSN holder, with an Electronic Signature that meets the requirements set forth in section IV.E; or
  - c. One of the two consent template options provided in Exhibit C, SSA Written Consent Template, that is incorporated into the Permitted Entity's or Financial Institution's existing electronic or paper-based business process. As shown in Exhibit C, SSA Written Consent Template, the title of SSA's Written Consent must be in "bold" font followed directly by the SSA-provided language. See SSA's Written Consent Template, attached and incorporated into this user agreement as Exhibit C.
    - i. In addition to any requirements in this user agreement, consent incorporated into a Permitted Entity's or Financial Institution's electronic business process must use SSA's Written Consent Template, and the consent must be associated with the SSN holder's name, date of birth, SSN, the purpose for the transaction, and must be signed with an electronic signature that meets the requirements in section IV.E.
    - ii. In addition to any requirements in this user agreement, consent incorporated into a Permitted Entity's or Financial Institution's paper-based business process must use SSA's Written Consent Template, and the consent must contain the SSN holder's name, date of birth, SSN, the purpose for the transaction, and must include the SSN holder's wet signature.
2. The Permitted Entity or Financial Institution must maintain documentation of the specific purpose in accordance with sections III, IV, and VIII of the user agreement.
3. SSA will process the request as a one-time-only disclosure using the same Written Consent.
4. If SSA's eCBSV system is experiencing technical difficulties, the Permitted Entity or Financial Institution may re-submit the SSN Verification to eCBSV using the same Written Consent until it receives a successful response.

5. The Permitted Entity or any Financial Institution being serviced by a Permitted Entity who obtains the Written Consent must return any Written Consent that does not meet these requirements to the SSN holder with an explanation of why the Written Consent is deficient.
6. The Permitted Entity or Financial Institution, if any, may not alter the Written Consent either before or after the SSN holder completes the Written Consent. If the SSN holder later changes the period during which the Written Consent is valid, the Permitted Entity may not rely upon the Written Consent to request an SSN Verification unless the SSN holder annotated and initialed this change in the space provided on the Written Consent, including by a new Electronic Signature meeting all requirements set forth in section IV.E.
7. The Permitted Entity may not rely upon the Written Consent to submit an SSN Verification request unless the request for SSN Verification is submitted to SSA within either the time specified on the Written Consent, or within 90 calendar days from the date the SSN holder signs the Written Consent.