
Privacy Act Statement Collection and Use of Personal Information

Sections 204 and 1631 of the Social Security Act, as amended, allow us to collect this information. Furnishing us this information is voluntary. However, failing to provide us with all or part of the information may prevent us from resolving Direct Express account holder inquiries.

We will use the information you provide to assist us in processing your Direct Express customer service-related issues. We may also share your information for the following purposes, called routine uses:

- To banks enrolled in the Treasury credit card network, to collect a payment or debt when the individual has given his or her credit card number for this purpose; and
- To contractors and other Federal agencies, as necessary, for the purpose of assisting us in the efficient administration of its programs. We will disclose information under this routine use only in situations in which we may enter into a contractual or similar agreement to obtain assistance in accomplishing an SSA function relating to this system of records.

In addition, we may share this information in accordance with the Privacy Act and other Federal laws. For example, where authorized, we may use and disclose this information in computer matching programs, in which our records are compared with other records to establish or verify a person's eligibility for Federal benefit programs and for repayment of incorrect or delinquent debts under these programs.

A list of additional routine uses is available in our Privacy Act System of Records Notices (SORNs) 60-0231, entitled Social Security Online Accounting and Reporting System, as published in the Federal Register (FR) on January 14, 2020, at 85 FR 2224; 60-0090, entitled Master Beneficiary Record, as published in the FR on January 11, 2006, at 71 FR 1826; and 60-0103, entitled Supplement Security Income Record and Special Veterans Benefits, as published in the FR on January 11, 2006, at 71 FR 1830. Additional information, and a full listing of all our SORNs, is available on our website at www.ssa.gov/privacy.

