



# SOCIAL SECURITY

## MEMORANDUM

Date: March 13, 2025

To: Leland Dudek  
Acting Commissioner

From: Doris Diaz, *Doris Diaz*  
Acting Deputy Commissioner,  
Operations

Subject: Strengthening Identity Assurance for SSA Transactions

### **Background**

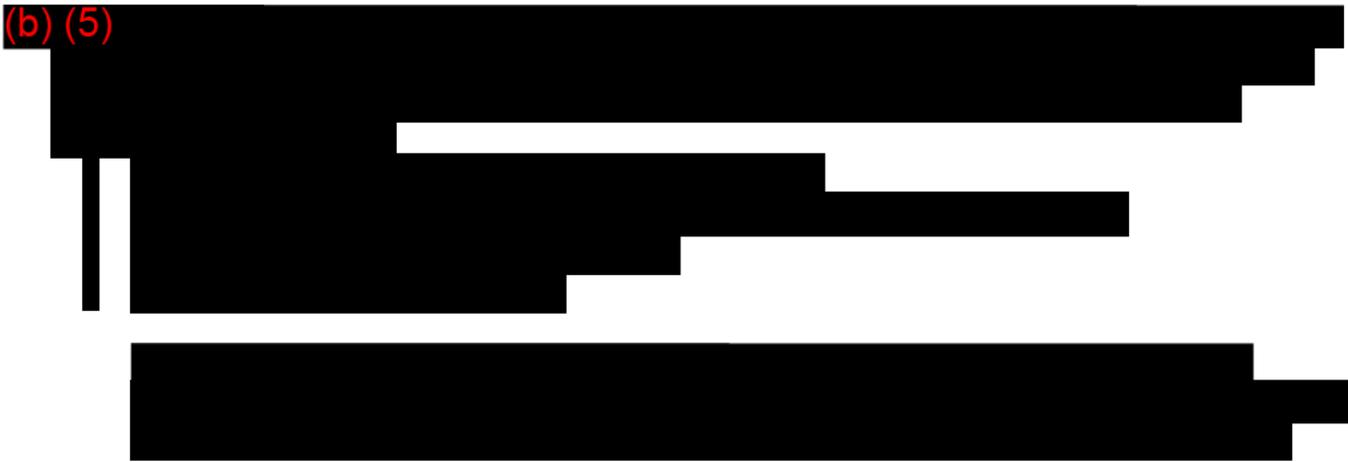
SSA processes millions of benefits applications and post-entitlement changes annually, making the agency vulnerable to identity fraud. Inconsistent identity assurance standards across service delivery channels have exposed SSA to fraud risks, prompting the agency to consider strengthening identity proofing measures.

### **Issue**

To mitigate identity fraud and protect Title II and Title XVI payments, SSA is exploring standardizing identity proofing across service channels:

### **Recommendations:**

(b) (5)



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CLEARANCE

Office of Mission Support \_\_\_\_\_ Cleared Through *Sean Brune*

Office of External Affairs \_\_\_\_\_ Cleared Through *Jeffrey Buckner*

Office of Legal and Policy \_\_\_\_\_ Cleared Through *Mark Steffensen*.

Office of Disability Adjudication \_\_\_\_\_ Cleared Through *Jay Ortis*

Chief Information Officer \_\_\_\_\_ Cleared Through *Michael Russo*