



Securing today  
and tomorrow

Dear Colleague,

In our ongoing commitment to serve the public more efficiently, we are expanding appointment-based services at our [local Social Security offices](#). By scheduling appointments, we will aim to reduce wait times, streamline service delivery, and improve the overall customer experience. Nearly 400 field offices have already moved to appointment-based service this year. These offices have seen significant improvements in wait times due to more efficient and helpful visitor experiences and increases in the number of customers able to complete their business online.

We are implementing appointment-based services nationwide in two phases. The first phase is a transition period now through January 5, 2025. The purpose of this transition period is to educate our customers about needing to schedule an appointment for SSA services. As a reminder, many of our services can be provided via phone with an appointment and do not require a customer to walk into an office for service.

Effective January 6, 2025, we will require customers to schedule an appointment for service in our field offices, including requests for Social Security cards. We encourage customers to become accustomed to our:

- [online services](#), where many transactions can be completed conveniently and securely, and
- [automated services](#) available on our National 800# at 1-800-772-1213.

Customers who are not able to handle their business online or with the automated options, may call their [local Social Security office](#) or our National 800# to schedule an appointment.

We want to make clear that we will not turn people away for service who are unable to make an appointment or do not want to make an appointment. For example, members of vulnerable populations, military personnel, people with terminal illnesses, and individuals with other situations requiring immediate or specialized attention may still walk in for service at our field offices. Some of our offices also have minimal to no wait times, and they will still serve customers who walk in.

We appreciate your partnership in sharing this information and helping our customers through this transition. Thank you for your continued support as we work together to improve service accessibility and responsiveness.

Sincerely,

Dawn Bystry  
Associate Commissioner

Office of Strategic and Digital Communications

[OEA.Net.Post@ssa.gov](mailto:OEA.Net.Post@ssa.gov)

SSA.gov

