

During the pandemic, Social Security has continued to provide service online and by phone while our offices remain closed for walk-in service. Our local office employees are busy answering calls to their office. While we offer many online and phone options to help you, we recognize that in-person assistance is sometimes necessary.

Though walk-in service is not available, we may be able to schedule an in-person appointment in certain situations. We have updated information on our [Coronavirus Disease \(COVID-19\) web page](#) to explain situations involving help with benefits or a Social Security number when we may be able to schedule an appointment. If you believe your client qualifies for an in-person appointment, ask your client to call their local office. They can look up the phone number for their local office by accessing our [office locator](#). Please note that appointments may not be immediately available, depending on local health and safety conditions and staffing. An in-person appointment may be possible if your client:

- Is without food or shelter, including utilities or is without medical care or coverage and needs to apply for or reinstate benefits.
- Currently receives benefits and has an urgent need for payment to meet expenses for food, shelter, or medical treatment, and cannot receive the payment electronically.
- Is age 12 or older applying for their first SSN card.
- Needs to update or correct their SSN information (e.g., name, date of birth, or citizenship) to obtain income, resources, or medical care or coverage, or other services or benefits (e.g., filing a tax return, applying for housing, seeking an Economic Impact Payment).

Please visit and subscribe to our [Coronavirus Disease \(COVID-19\) web page](#) to keep up to date during the pandemic.

I encourage you to share this information with your members, colleagues, affiliates, and other interested parties.

Sincerely,

Jeffrey Buckner  
Associate Commissioner  
Office of Strategic and Digital Communications  
(T) 410-965-1804  
[@SSAOutreach](#)