

**Supporting Statement for Form SSA-7004**  
**Request for Social Security Statement**  
**20 CFR 404.810**  
**OMB No. 0960-0466**

**A. Justification**

**1. Introduction/Authoring Laws and Regulations**

Section 205(c)(2)(A) of the *Social Security Act (Act)* requires the Commissioner of the Social Security Administration (SSA) to establish and maintain records of wages paid to, and amounts of self-employment income derived by, each individual, as well as the periods of earned wages, and such income derived. In addition, upon request, the Commissioner must inform any individual or their survivor of the periods during which employers paid those wages, or an individual derived such income. Section 1143(a)(2) of the *Act* requires the Commissioner to provide, upon the request of an eligible individual, a Social Security Statement. The Social Security Statement at 20 CFR 404.810 of the *Code of Federal Regulations* provides that an individual may make a written request to obtain a Statement of earnings or quarters of coverage, as shown in SSA records. SSA established Form SSA-7004 to fulfill the “written request” requirement.

The Social Security Statement provides Social Security number (SSN) holders with recorded earnings and estimates of Social Security benefits (including retirement benefit estimates in a bar graph), as well as general program information. The Social Security Statement includes supplemental fact sheets, based on the SSN holder’s age group and earnings situation, that provide information to help them better understand Social Security programs and benefits.

**2. Description of Collection**

This collection is voluntary for respondents. The respondents are Social Security number holders requesting information about their Social Security earnings records and estimates of their potential benefits. A person may want to view their personal Social Security Statement to review their earnings history, credits earned, and benefit estimates. An individual can download a PDF version of their Social Security Statement any time through their personal [my Social Security](#) account. Individuals may also request a paper Social Security Statement be mailed to them from SSA using Form SSA-7004. The SSA-7004 is available on our website for respondents to print, complete, and mail back to SSA. Respondents use the form on an ad hoc basis as needed. SSA uses the information from Form SSA-7004 to identify a respondent’s Social Security earnings records; extract posted earnings information; calculate potential benefit estimates; produce the resulting Social Security Statement; and mail to the requestor. Respondents learn of the Social Security Statement via automatically mailed Social Security Statements to certain groups of workers, SSA’s general website, a prominent link on the [my Social Security](#) landing page, as well as

from other individuals such as financial planners. The Social Security Statement has three purposes. It can help respondents:

- learn about their Social Security benefits,
- plan for their financial future, and
- verify their earnings record.

We identified the following psychological costs based on the requirements for this information collection:

- **Psychological Cost #1:**
  - **Requirement for the Program:** The SSA-7004 asks individuals to provide some personal information about themselves so SSA can verify the person's identity and mail them a Social Security Statement.
  - **Psychological Cost:** Respondents may expect to provide personal information, such as their name, SSN, date of birth and address, when requesting their *Social Security Statement* to ensure the information is accurate and delivered to the correct address. As a result, providing this information is likely to impose minimal psychological burden.
- **Psychological Cost #2:**
  - **Requirement for the Program:** In addition to the basic identifying information, the SSA-7004 asks individuals to provide earnings-related information the agency will use to produce custom benefit estimates.
  - **Psychological Cost:** Respondents may perceive the earnings questions as challenging to answer, which could lead to individuals choosing to abandon completing this form or to leave the fields blank.

We understand these psychological costs may cause respondents to delay their completion of the information collection or cause them to abandon the information collection entirely. However, we require the personal information to be fully completed to fulfill the request for a mailed Social Security Statement. We do not require the earnings information to be completed, so if the psychological costs are too great to complete those fields, we will generate a Social Security Statement based on the earnings information we have on record. We have taken this potential psychological cost into account when calculating our burden in #12 below.

The respondents are individuals requesting a mailed Social Security Statement.

### 3. **Use of Information Technology to Collect the Information**

At this time, this form is processed only via mail, as respondents must mail the signed form to the address provided on the form. An individual may complete and mail Form SSA-7004 to SSA to obtain a Social Security Statement, which includes earnings and quarters of coverage information. Currently, Form

SSA-7004 is not available for completion or upload through the Upload Documents portal (OMB No. 0960-0830); we will reassess this option in the future. However, for respondents who wish to request their Social Security statements electronically, the fastest and most convenient way for them to obtain their Social Security Statement is online, using their personal [my Social Security](#) account. Form SSA-7004 provides the link to our [my Social Security](#) account webpage at the top of the first page, and in bold text, informs the reader that they can get an immediate Social Security Statement online, rather than using the paper form.

As mentioned above, respondents have the option to use their personal [my Social Security](#) account to get an immediate Social Security Statement online using fully electronic means. SSA provides Form SSA-7004 as a service to those who are not able to create or use a personal [my Social Security](#) account, or who want to request their Social Security Statement in Spanish (online [my Social Security](#) accounts are only available in English).

**4. Why We Cannot Use Duplicate Information**

The nature of the information we collect and the manner in which we collect it precludes duplication. While respondents can obtain their Social Security Statement through their [my Social Security](#) accounts, they do not need to fill out any form to obtain similar data for a similar purpose.

**5. Minimizing Burden on Small Respondents**

This collection does not affect small businesses or other small entities.

**6. Consequence of Not Collecting Information or Collecting it Less Frequently**

If we did not use Form SSA-7004, people would not have a paper means to submit a written request for copies of their earnings or quarters of coverage as shown on SSA records (i.e., their Social Security Statement). Because we only collect the information on an as needed basis, we cannot collect it less frequently. There are no technical or legal obstacles to burden reduction.

**7. Special Circumstances**

There are no special circumstances that would cause SSA to conduct this information collection in a manner inconsistent with *5 CFR 1320.5*.

**8. Solicitation of Public Comment and Other Consultations with the Public**

The 60-day advance Federal Register Notice published on February 26, 2026, at 91 FR 9671, and we received no public comments. The 30-day FRN published on April 24, 2026, at 91 FR 22195. If we receive any comments in response to this Notice, we will forward them to OMB. We did not consult with the public in the development or maintenance of this form.

**9. Payment or Gifts to Respondents**

SSA does not provide payments or gifts to the respondents.

**10. Assurances of Confidentiality**

SSA protects and holds confidential the information it collects in accordance with 42 U.S.C. 1306, 20 CFR 401 and 402, 5 U.S.C. 552 (Freedom of Information Act), 5 U.S.C. 552a (Privacy Act of 1974), and OMB Circular No. A-130.

**11. Justification for Sensitive Questions**

As stated in #2 above, we need to ask some questions which some respondents may perceive as challenging to answer. These include questions regarding their estimated earnings for the current year, age they plan to stop working, and future average yearly earnings. As such, this information collection may have psychological costs pertaining to collection of personal questions (which we also discussed in #2 above). However, these questions are optional for the respondents. If the respondents do not complete these fields, we generate a Social Security Statement based on their earnings we have on record.

**12. Estimates of Public Reporting Burden**

SSA calculated the burden below using our management information data by estimating the amount of time respondents take to learn about the program; learn how to request a mailed Social Security Statement; read and understand instructions; gather the data and documents needed; and answer the questions and complete the information collection instrument. In addition, we also considered any potential psychological costs associated with completion of this collection when calculating the burden.

Please see the burden chart below:

Method of Completion	Number of Respondents	Frequency of Response	Average Burden per Response (minutes)	Estimated Total Annual Burden (hours)	Average Theoretical Hourly Cost Amount (dollars)*	Total Annual Opportunity Cost (dollars)***
SSA-7004	21,155	1	5	1,763	\$32.66*	\$57,580**

\* We based this figure on the average U.S. worker’s hourly wages, as reported by Bureau of Labor Statistics data ([Occupational Employment and Wage Statistics](#)).

\*\* This figure does not represent actual costs that SSA is imposing on recipients of Social Security payments to complete this application; rather, these are theoretical opportunity costs for the additional time respondents will spend to complete the application. **There is no actual charge to respondents to complete the application.**

Note: There is no travel cost associated with this information collection as respondents mail it to SSA and do not deliver it to a field office.

We calculated the following Learning Cost time burden based on the estimated time and effort we expect respondents will take to learn about this program, its applicability to their circumstances, and to cover any additional research we believe respondents may need to take to understand how to comply with the program requirements (beyond reading the instructions on the collection instrument):

<b>Total Number of Respondents</b>	<b>Frequency of Response</b>	<b>Estimate Learning Cost (minutes)</b>	<b>Estimated Total Annual Burden (hours)</b>	<b>Total Annual Learning Cost (dollars)****</b>
21,155	1	2	705	\$23,025****

\*\*\*\* We based this dollar amount on the Average Theoretical Hourly Cost Amount in dollars shown on the burden chart above.

NOTE: We included the total opportunity cost estimate from this chart in our calculations when showing the total time and opportunity cost estimates in the paragraph below.

We base our burden estimates on current management information data, as well as from years of conducting this information collection. Per our management information data, we believe that 5 minutes accurately shows the average burden per response for learning about the program; reading and understanding instructions; gathering the data and documents needed; and answering the questions and completing the information collection instrument. Based on our current management information data, the current burden information we provided is accurate. The total burden for this collection instrument is **1,763** burden hours (reflecting SSA management information data), which results in an associated theoretical (not actual) opportunity cost financial burden of **\$80,605**. SSA does not charge respondents to complete our applications.

**13. Annual Cost to the Respondents (Other)**

This collection does not impose a known cost burden on the respondents.

**14. Annual Cost To Federal Government**

The annual cost to the Federal Government is approximately **\$59,996**. This estimate accounts for costs from the following areas:

<b>Description of Cost Factor</b>	<b>Methodology for Estimating Cost</b>	<b>Cost in Dollars*</b>
Designing and Printing the Form	Design Cost + Printing Cost	\$0*
Distributing, Shipping, and Material Costs for the Form	Distribution + Shipping + Material Cost	\$0*
SSA Employee (e.g., field	GS-9 employee x # of responses x	\$59,058

office, 800 number, DDS staff) Information Collection and Processing Time	processing time	
Full-Time Equivalent Costs	Out of pocket costs + Other expenses for providing this service	\$0*
Systems Development, Updating, and Maintenance	GS-9 employee x man hours for development, updating, maintenance	\$938
Quantifiable IT Costs	Any additional IT costs	\$0*
<b>Total</b>		<b>\$59,996</b>

\*We have inserted a \$0 amount for cost factors that do not apply to this collection.

Form SSA-7004 is available as a fillable, downloadable, and printable form only, so there are no printing, distributing, or shipping costs associated with it. In addition, as we are making no changes, there are no design fees.

SSA is unable to break down the costs to the Federal government further than we already have. It is difficult for us to break down the cost for processing a single form, as field office staff often help respondents fill out several forms at once, and the time it takes to do so can vary greatly per respondent. As well, because so many employees have a hand in each aspect of our forms, we use an estimated average hourly wage, based on the wage of our average field office employee (GS-9) for these calculations. However, we have calculated these costs as accurately as possible based on the information we collect for creating, updating, and maintaining these information collections.

**15. Program Changes or Adjustments to the Information Collection Request**

When we last cleared this IC in 2023, the burden was 2,745 hours. However, we are currently reporting a total burden of 1,763 hours. This change stems from a decrease in the number of responses from 32,936 to 21,155, as more respondents choose to access their Social Security Statement immediately online through their personal [my Social Security](#). There is no change to the burden time per response. Although the number of responses changed, SSA did not take any actions to cause this change. These figures represent current Management Information data.

\* Note: The total burden reflected in ROCIS is **2,468**, while the burden cited in #12 of the Supporting Statement is **1,763**. This discrepancy is because the ROCIS burden reflects the learning costs. In contrast, the chart in #12 of the Supporting Statement reflects actual burden.

**16. Plans for Publication Information Collection Results**

SSA will not publish the results of the information collection.

**17. Displaying the OMB Approval Expiration Date**

OMB granted SSA an exemption from the requirement to print the OMB expiration date on its program forms. SSA produces millions of public-use forms with life cycles exceeding those of an OMB approval. Since SSA does not periodically revise and reprint its public-use forms (e.g., on an annual basis), OMB granted this exemption so SSA would not have to destroy stocks of otherwise useable forms with expired OMB approval dates, avoiding Government waste.

**18. Exceptions to Certification Statement**

SSA is not requesting an exception to the certification requirements at *5 CFR 1320.9* and related provisions at *5 CFR 1320.8(b)(3)*.

**B. Collections of Information Employing Statistical Methods**

SSA does not use statistical methods for this information collection.