

**Justification for the Non-Substantive Changes for Forms SS-5, SS-5-FS
Application for a Social Security Number (SSN) Card, the Social Security Number
Application Process (SSNAP), and the Online Social Security Number Application
Process (oSSNAP) Application
20 CFR 422.103 – 422.110
OMB No. 0960-0066**

Background:

As part of our IT Modernization initiative, we are seeking ways to enhance the user experience of oSSNAP and decrease the number of customers unable to complete the application entirely online through our fully automated processes.

oSSNAP is an application that enables eligible individuals to apply for an original or replacement SSN card online. Applicants eligible for the fully automated replacement card self-service path can submit the required evidence electronically, without a need to visit an SSA office, rather than using the paper Form SS-5, Application for a Social Security Card.

Some applicants who begin the process online may still need to visit a local Social Security Administration field office to present the required evidence in person. To decrease the number of applicants transitioning out of the fully automated path, we are pursuing the following changes.

Revision to the Collection Instrument

- **Change #1:** We are no longer displaying the following prefilled data fields on the oSSNAP screens: Place of Birth and Parents' names.

Justification #1:

We are no longer displaying the Place of Birth and Parents' names screens in the online Social Security Number Application Process's (oSSNAP) authenticated path. We are making this change because applicants tend to request minor updates to this data when they view it, even though these are not necessary data fields to revise when requesting a replacement card. However, when respondents revise this information, the system flags them to switch to a process that involves visiting a Field Office or Social Security Card Center to complete their application (to verify the changes with documentation). By no longer displaying the respective screens, we expect fewer people will be tempted to make minor updates to them, therefore reducing the number of applicants transitioning out of our fully automated process.

Note: Customers can still request these changes through other channels such as paper SS-5, and other oSSNAP paths which require follow up visits to a field office.

- **Change #2:**
We added instructional language in oSSNAP that appears when an individual selects

the radio button for “U.S. driver’s license” or “State-issued non-driver identification card” under the Identity Documentation heading.

- o We are adding the following language which will appear under the What is your driver’s license number? sub-heading:

“Enter the number exactly as shown on your driver’s license, including **all** letters, numbers, and special characters (such as spaces, hyphens, ampersands, and asterisk). This number may be labeled as DL No, DLN, ID, DN, LIC No, Customer Number, or Credential Identifier.

(Examples: S-00-000-000-000-0, 123 456 789, T123456789, W426-123-45-678-9, A123456789, 0001234567, TS2-012-345-6-789)”

- o We are adding the following language which will appear under the What is your state-issued non-driver identification card number? sub-heading:

“Enter the number exactly as shown on your identification (ID) card, including **all** letters, numbers, and special characters (such as spaces, hyphens, ampersands, and asterisk). This number may be labeled as ID No, Customer Identifier, ID Number, Document Number, DN, or IDN.

(Examples: D123-456-87-789-0, 123 456 789, S-00-000-000-000-0, 0001234567, TS2-012-345-6-789)”

- **Justification #2:**

The agency receives a weekly “No Match” report from the American Association of Motor Vehicle Administrators (AAMVA), which details the number of identity verification failures for the week. Our analysis of this data indicated that most failures were due to the way users enter their Driver’s License Number. To address this, we added additional instructional language to help improve our verification rates with AAMVA.

These revisions will not affect the burden information for the oSSNAP modalities, or the overall burden for this information collection. We will implement these minor revisions upon OMB’s approval.