



Securing today  
and tomorrow

Dear Community Partner,

Social Security remains committed to providing uninterrupted benefits and vital services the public relies on, especially during the current coronavirus pandemic. As an important part of the community, I am asking for your help to share important information with your clients. Despite challenges government and businesses face at this time, we want people to know we remain ready and able to help them by phone with most Social Security matters.

Your clients can speak with a representative by calling their local Social Security office or our National 800 Number. We provide local office phone numbers conveniently online with our [Social Security Office Locator](#).

Although our offices are not providing service for walk-in visitors, we may be able to schedule an appointment for limited, critical issues if we cannot help someone by phone and if they cannot get the information they need or conduct their business online.

Please encourage your clients to call or take advantage of our secure and convenient [online services](#) to:

- Apply for [Retirement](#), [Disability](#), and [Medicare](#) benefits,
- Check the status of an application or appeal,
- Request a replacement Social Security card (in most areas),
- Print a benefit verification letter, and
- Much more.

Most business with SSA can be done online but we know that many people still rely on phone or in-person help. That's why we want people to know they can still count on us by phone.

Lastly, we know that getting medical and other documentation can be difficult due to the pandemic. We continue to extend deadlines wherever possible.

Your voice matters and your clients will listen. I would very much appreciate if you would display the attached poster for your clients to see; I included both the small and larger version, which lists the contact number for the **Chicago Back of the Yards SSA Field Office**.

I appreciate your help and thank you.






Your voice matters and your clients will listen. I would very much appreciate if you would share the attached *Please Share Me* information with your clients.

I prepared this message for you so you can share without a burden on you to rewrite the information above. I appreciate your help and thank you.

Sincerely,

Ms. Smiley

Local Office Manager

**SocialSecurity.gov**     

Produced at U.S. taxpayer expense

# Social Security Administration Important Information

**We are still available to  
help by phone.**

A local representative is available to take your call Monday  
thru Friday from 9:00 a.m. – 4:00 p.m. at:

**877-897-0608**

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**(TTY) 1-800-325-0778**

We may be able to schedule an appointment if we  
cannot help you by phone.

Please do not come into one of our local offices.  
We cannot accept walk-in visitors at this time.

You may also visit **SSA.gov**.  
Many of our services can be completed online.

Visit **CDC.gov** for information about COVID-19.



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