



It's Time to Save our Social Security

Find resources to save community-based service at www.afge.org/saveoursocialsecurity

The Facts

43 Million

Number of Americans visited Social Security Community Offices Last Year

10,000

Number of baby boomers who become eligible for Social Security benefits every day

17 Million

Number of seniors who don't use computers to have access to the Internet

Customer Service is Already Suffering

Social Security's "Vision 2025" will make an already bad situation worse.

80 Number of Field Offices that have been closed

500 Number of contact stations have been closed

11,000 Number of employees that have been reduced

SSA's Replacement for Community-Based Service

The Social Security Administration is pushing everyone to its My Social Security website instead of the community-based service that Americans have relied on for decades. The website is a poor replacement for the face-to-face service and expertise provided by a trained Social Security employees who often handle the personal and complex needs of beneficiaries.

The My Social Security website directs you to a database owned and controlled by Experian Credit Corporation, a foreign company. Social Security justifies this as a security measure, but having a foreign credit company verify your identity for the Social Security Administration is a major concern.

The media has reported that an Experian Database was compromised by a Vietnamese criminal ring exposing 200 million Experian records. Is this really the type of service Americans deserve?

The website is also hard to use and confusing. To verify your identify you must answer questions about your credit report such as payment terms for a car loan, outstanding mortgages or other loans, and even questions about your Zodiac sign.

Americans Deserve a Choice

We must allow Americans to choose how they receive customer service. If you know your benefit options and how to maximize your benefit amount, filing for benefits on the Internet should be available to you. If you want to talk through your financial options or have questions, you should be able to go to your local office and get the personal care from a knowledgeable and experienced Social Security employee.

Budget cuts – not customer service – is being used by the Social Security Administration as the reason they are cutting services and closing offices. This vision deprives all Americans of the customer service and the personal care and expertise of Social Security employees provide.





JOIN **AFGE** IN 4 EASY STEPS

STEP 1:

Go to www.joinafge.org



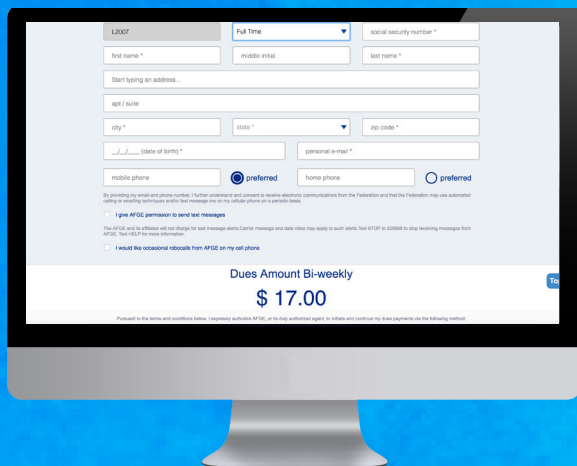
STEP 2:

Select your Agency and Local Number



STEP 3:

Fill out the one-page membership form and click "Join"



STEP 4:

If you're a new member, select a rebate campaign and fill out the brief form
(local participation may vary)

