

AMENDMENT IN THE NATURE OF A SUBSTITUTE TO
H.R. 3784
OFFERED BY M. _____

Strike all after the enacting clause and insert the following:

1 **SECTION 1. SHORT TITLE.**

2 This Act may be cited as the “Improving Social Security’s Service to Victims of Identity Theft Act”.

4 **SEC. 2. SINGLE POINT OF CONTACT FOR IDENTITY THEFT VICTIMS.**

6 (a) IN GENERAL.—Title VII of the Social Security Act (42 U.S.C. 901 et seq.) is amended by adding at the end the following:

9 **“SEC. 714. SINGLE POINT OF CONTACT FOR IDENTITY THEFT VICTIMS.**

11 “(a) IN GENERAL.—The Commissioner of Social Security shall establish and implement procedures to ensure that any individual whose social security account number has been misused (such as to fraudulently obtain benefits under title II, VIII, or XVI of this Act, or in a manner that affects an individual’s records at the Social Security Administration, or in a manner that prompts the individual to request a new social security account number)

1 or whose social security card has been lost in the course
2 of transmission to the individual has a single point of con-
3 tact at the Social Security Administration throughout the
4 resolution of the individual’s case. The single point of con-
5 tact shall track the individual’s case to completion and co-
6 ordinate with other units to resolve issues as quickly as
7 possible.

8 “(b) SINGLE POINT OF CONTACT.—

9 “(1) IN GENERAL.—For purposes of subsection
10 (a), the single point of contact shall consist of a
11 team or subset of specially trained employees who—

12 “(A) have the ability to coordinate with
13 other units to resolve the issues involved in the
14 individual’s case, and

15 “(B) shall be accountable for the case until
16 its resolution.

17 “(2) TEAM OR SUBSET.—The employees in-
18 cluded within the team or subset described in para-
19 graph (1) may change as required to meet the needs
20 of the Social Security Administration, provided that
21 procedures have been established to—

22 “(A) ensure continuity of records and case
23 history, and

24 “(B) notify the individual when appro-
25 priate.”.

1 (b) CLERICAL AMENDMENT.—The table of contents
2 for title VII of the Social Security Act (42 U.S.C. 901
3 et seq.) is amended by adding at the end the following
4 new item:

“Sec. 714. Single point of contact for identity theft victims.”.

5 (c) EFFECTIVE DATE.—The amendment made by
6 subsection (a) shall take effect 180 days after the date
7 of enactment of this Act.

