



U.S. House of Representatives

COMMITTEE ON WAYS AND MEANS

1139 LONGWORTH HOUSE OFFICE BUILDING

Washington, DC 20515

May 6, 2025

The Honorable Frank Bisignano
Commissioner of Social Security
Social Security Administration
6401 Security Boulevard
Baltimore, MD 21235

Dear Commissioner Bisignano,

We write to congratulate you on your recent confirmation to lead the Social Security Administration (SSA) and to provide you with the opportunity to assure the American people that you share our commitment to protect and strengthen Social Security by ensuring that the SSA pays the right benefit to the right person at the right time.

The SSA touches the lives of virtually every American and provides critical benefits to tens of millions of seniors, disabled workers, and their families each year. However, for years, these same Americans have been subjected to long wait times, disconnected phone calls, and general difficulty contacting the SSA.

Unfortunately, long wait times,¹ systems outages,² and difficulty scheduling appointments at the SSA³ are neither new nor unique to the current Administration. After decades of inconsistent service and failed efforts to update its outdated systems,⁴ it is clear that the SSA can no longer

¹See, e.g., *At SSA growing workloads are affecting customer service*, Washington Post (April 16, 2010), at <https://wapo.st/421APNu>; *The Biggest Backlog in the Federal Government*, Washington Post (Oct. 18, 2014), at <https://www.washingtonpost.com/sf/national/2014/10/18/the-biggest-backlog-in-the-federal-government/>;

²See, e.g., *The Social Security Administration's Telephone Service Disruptions*, Social Security Administration Office of Inspector General (June 15, 2023), at <https://oig.ssa.gov/assets/uploads/a-05-22-51149.pdf>.

³See, e.g., *Frustration over appointment-only system at Social Security Administration office*, KTBS (Dec. 6, 2024), at https://www.ktbs.com/news/frustration-over-appointment-only-system-at-social-security-administration-office/article_50a102f4-b3f9-11ef-8573-d79f04b4fb10.html.

⁴See, e.g., *Social Security IT project cost \$300M and it doesn't work*, CBS News (July 24, 2014), at <https://www.cbsnews.com/news/social-security-it-project-cost-300m-and-it-doesnt-work/>; *The Social Security Administration's Administration of the Next Generation Telephony Project Contract*, Social Security Administration Office of Inspector General (April 23, 2025), at <https://oig.ssa.gov/assets/uploads/022324.pdf>.

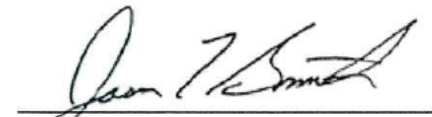
operate the same way it has for the past 50 years. It is past time that agency leadership focuses on long overdue organizational, policy, and systems improvements to modernize how the agency operates and refocus the agency's mission on direct service delivery.

However, it is critical that these necessary changes are implemented in a thoughtful manner to ensure that the American public retains secure access to the SSA's services. Our constituents are understandably concerned and frustrated by long wait times, difficulty accessing online and telephone services, and operational and workforce decisions made by your predecessors. These concerns are further exacerbated by conflicting, and often erroneous or misleading, reports of systems outages, office consolidations, and policy changes.


To help address our constituents' concerns we invite you to come before the Ways and Means Committee following the release of the President's full budget request to provide your plan to ensure the SSA provides secure, accurate, and timely service to all Americans, and your commitment that every decision you make as Commissioner of Social Security will be made in the best interest of the American public whom we all serve.

Once again, congratulations on your recent confirmation. We look forward to your appearance before the Committee and working with you to improve the lives of all Americans. If you have any questions, please contact Shaun Freiman, Chief Social Security Counsel and Deputy General Counsel, [REDACTED]


Sincerely,



Jason Smith
Chairman
Ways and Means Committee



Ron Estes
Chairman
Subcommittee on Social Security
Ways and Means Committee



Darin LaHood
Chairman
Subcommittee on Work and Welfare
Ways and Means Committee



Vern Buchanan



Adrian Smith



Mike Kelly



David Schweikert



Jodey C. Arrington



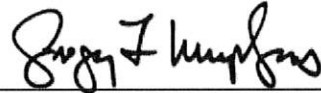
Lloyd Smucker




Kevin Hern



Carol D. Miller



Gregory F. Murphy, M.D.



David Kustoff



Brian K. Fitzpatrick



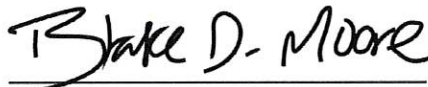
W. Gregory Steube



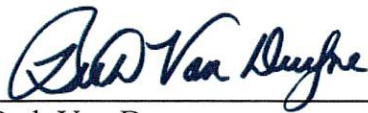
Claudia Tenney



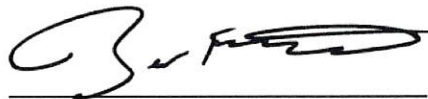
Michelle Fischbach



Blake D. Moore



Beth Van Duyne



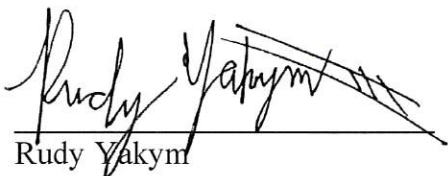
Randy Feenstra



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Max Miller

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Aaron Bean

Nathaniel Moran

Nathaniel Moran