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June 2, 2023

The Honorable Drew Ferguson
Chairman, Social Security Subcommittee
Ways and Means Committee
1139 Longworth House Office Building
Washington, DC 20515

The Honorable John Larson
Ranking Member, Social Security Subcommittee
Ways and Means Committee
1129 Longworth House Office Building
Washington, DC 20515

Dear Chairman Ferguson and Ranking Member Larson,

On behalf of the more than 2.1 million members of the Association of Mature American Citizens – AMAC, I write in support of the Improving Social Security’s Service to Victims of Identity Theft Act, H.R. 3784. This important piece of legislation will make it easier for seniors to track the status of their identity theft claims through the Social Security Administration (SSA). Establishing a single point of contact for identity theft claims is a smart, senior-focused solution to a growing problem.

Every year, millions of Americans, particularly seniors, fall victim to identity theft. While being victimized is bad enough, the process of restoring financial security and recovering peace of mind can be a long, arduous, and convoluted process. For seniors, these problems are particularly acute as they primarily work with SSA—one of the nation’s largest federal bureaucracies—to restore their financial security.

The Improving Social Security’s Service to Victims of Identity Theft Act seeks to improve customer service to identity theft victims in a smart and practical way. Under this proposal, when an identity theft victim requests a new Social Security number, they will be assigned a single point of contact at SSA to manage their case until it is resolved. For seniors, this will prove invaluable as they will no longer have to navigate SSA’s massive federal structure to resolve their identity theft case. Seniors can have a singular, reliable, and approachable case manager who can answer their questions, monitor the status of their claims, and help seniors in need of assistance.

As an organization representing mature Americans, AMAC is dedicated to ensuring senior citizens’ interests are protected and has heavily promoted Elder Fraud safeguards in the past. We applaud you for this practical and timely solution to help identity theft victims in their most vulnerable time. AMAC is pleased to offer our organization’s full support for the Improving Social Security’s Service to Victims of Identity Theft Act, H.R. 3784.

Sincerely,

A handwritten signature in black ink that reads "Bob Carlstrom". The signature is written in a cursive, flowing style.

Bob Carlstrom
President
AMAC Action