

116TH CONGRESS
2D SESSION

S. 3731

AN ACT

To amend title VII of the Social Security Act to provide for a single point of contact at the Social Security Administration for individuals who are victims of identity theft.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

1 **SECTION 1. SHORT TITLE.**

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

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

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

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

11 “(a) IN GENERAL.—The Commissioner of Social Se-
12 curity shall establish and implement procedures to ensure
13 that any individual whose social security account number
14 has been misused (such as to fraudulently obtain benefits
15 under title II, VIII, or XVI of this Act, or in a manner
16 that affects an individual’s records at the Social Security
17 Administration, or in a manner that prompts the indi-
18 vidual to request a new social security account number)
19 has a single point of contact at the Social Security Admin-
20 istration throughout the resolution of the individual’s case.
21 The single point of contact shall track the individual’s case
22 to completion and coordinate with other units to resolve
23 issues as quickly as possible.

24 “(b) SINGLE POINT OF CONTACT.—

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

4 “(A) have the ability to coordinate with
 5 other units to resolve the issues involved in the
 6 individual’s case, and

7 “(B) shall be accountable for the case until
 8 its resolution.

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

14 “(A) ensure continuity of records and case
 15 history, and

16 “(B) notify the individual when appro-
 17 priate.”.

18 (b) EFFECTIVE DATE.—The amendment made by
 19 subsection (a) shall take effect 180 days after the date
 20 of enactment of this Act.

Passed the Senate June 16, 2020.

Attest:

Secretary.

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