



Report Summary

Social Security Administration
Office of the Inspector General

Controls over Social Security Internet Benefit Applications (Limited Distribution) (A-09-11-21165)

Our objective was to assess the Social Security Administration's (SSA) controls over its Internet benefit applications.

SSA implemented the Internet Claim (iClaim) application, which allows claimants to complete and electronically submit online applications for retirement, spousal, disability or Medicare-only benefits. Third parties can also complete an iClaim application for someone else. In Fiscal Year 2010, SSA awarded benefits to about 1.2 million individuals who had filed for benefits through iClaim.

We made seven recommendations to enhance the integrity of the iClaim application and ensure appropriate actions are taken for completed applications.,.

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