

Report Summary

Social Security Administration Office of the Inspector General

March 2011



Objective

To obtain applicants' perceptions of the Internet Claim (iClaim) process for retirement insurance benefits (RIB).

Background

At an April 15, 2010 hearing before the U.S. House of Representatives' Committee on Ways and Means, Subcommittee on Social Security, Congressman Xavier Becerra asked the Office of the Inspector General to review the iClaim application to ensure applicants filing for benefits using the iClaim application were receiving an appropriate level of service from the Social Security Administration (SSA).

To view the full report, visit
http://www.ssa.gov/oig/ADO_BEPDF/A-07-10-20167.pdf

Congressional Response Report: Applicant Experiences with Retirement Insurance Benefits Internet Claim Applications (A-07-10-20167)

Our Findings

During our discussions with the applicants in our review, no comments were made that indicated applicants filing for RIB using the iClaim application did not receive an appropriate level of service from SSA. In fact, we found that applicant satisfaction with the RIB iClaim application was extremely high. Specifically, 99 percent of the applicants found their overall experience filing online to be excellent, very good, or good.

The majority of the applicants responded that the iClaim application was easy to navigate, and the questions asked in the application were easy to understand. In fact, we found only a small percentage of the applicants in our review needed to contact SSA for assistance or information. Instead, the applicants used the available online help links to get more information when needed. Furthermore, we found that SSA was following up with applicants to obtain additional information or clarification of information in the iClaim application.