

1 OPEN EXECUTIVE SESSION TO CONSIDER FAVORABLY REPORTING  
2 THE NOMINATION OF FRANK BISIGNANO, TO BE COMMISSIONER,  
3 SOCIAL SECURITY ADMINISTRATION  
4 TUESDAY, APRIL 1, 2025  
5 U.S. Senate,  
6 Committee on Finance,  
7 Washington, DC.

8  
9 The meeting was convened, pursuant to notice, at  
10 10:11 a.m., in Room SD-215, Dirksen Senate Office  
11 Building, Hon. Mike Crapo (chairman of the committee)  
12 presiding.

13 Present: Senators Wyden, Cantwell, Hassan, and  
14 Warnock.

15 Also present: Republican staff: Becky Cole, Chief  
16 Economist; Andrew Dell'Orto, Policy Advisor; Gregg  
17 Richard, Staff Director; and Lara Rosner, Social  
18 Security Policy Advisor. Democratic staff: Sam  
19 Conchuratt, Senior Policy Advisor; Daniel Goshorn, Chief  
20 Investigative Counsel; Joshua Sheinkman, Staff Director;  
21 Tiffany Smith, Deputy Staff Director and Chief Counsel;  
22 and Shade Streeter, Investigative Counsel.

1       OPENING STATEMENT OF HON. MIKE CRAPO, A U.S. SENATOR  
2       FROM IDAHO, CHAIRMAN, COMMITTEE ON FINANCE  
3

4               The Chairman. The committee will come to order.  
5       We meet today to vote on the nomination of Frank  
6       Bisignano to be commissioner of the Social Security  
7       Administration. As we have done with other nominees,  
8       the meeting this morning will provide members with the  
9       opportunity to make remarks on Mr. Bisignano's  
10      nomination, and we will notify members of a time and  
11      location later today to conduct the committee vote.  
12      Mr. Bisignano has more than 30 years of executive  
13      leadership experience in banks and financial  
14      institutions. He currently serves as the chairman of  
15      the board and chief executive officer of Fiserv, a  
16      leader in payments and financial technology.

17             At his nomination hearing, Mr. Bisignano discussed  
18      his vision for improving the Social Security  
19      Administration service to the public, including bringing  
20      down wait times for SSA's National 800 number and for  
21      claims decisions. While Mr. Bisignano has extensive  
22      experience using information technology to improve the  
23      organizational performance, he also understands the  
24      importance of meeting customers where they are.

25             He committed to ensuring that individuals can

1 interact with the SSA in the way they prefer, whether in  
2 person, by phone or online. Mr. Bisignano would also  
3 draw his decades of experience to improve SSA's payment  
4 accuracy. When SSA issues and improper payment, it  
5 places a burden on the affected beneficiaries, the  
6 agency, employees, and taxpayers.

7 I look forward to working with him to achieve  
8 these important goals. Before moving on, let me address  
9 the allegations made during Mr. Bisignano's nomination  
10 hearing that he lied about his connections to DOGE and  
11 its efforts to break Social Security.

12 I remind my colleagues that Mr. Bisignano does not  
13 currently hold a position at the Social Security  
14 Administration, let alone a decision-making position.  
15 Mr. Bisignano's nomination was first announced in  
16 December 2024, and he has been going through the Finance  
17 Committee's rigorous due diligence process for months.  
18 Yet the allegations against Mr. Bisignano made in an  
19 anonymous letter were not shared with me or my staff  
20 until after his hearing commenced.

21 The anonymous letter claims that Mr. Bisignano  
22 insisted on personally approving several key DOGE hires  
23 at the agency and getting frequent briefings. Mr.  
24 Bisignano responded to these allegations in writing this  
25 weekend as a part of the questions for the record.

1           Mr. Bisignano stated that he does not have a role  
2           at SSA and was not part of the decision-making process  
3           led by the current Acting Commissioner Lee Dudek about  
4           SSA operations, personnel or management. Mr. Bisignano  
5           stated that he communicated with former Acting  
6           Commissioner Michelle King multiple times and had brief  
7           introductory phone calls with individuals chosen for  
8           various acting roles.

9           Mr. Bisignano said he has not spoken with Acting  
10          Commissioner Dudek beyond a short introductory phone  
11          call. The anonymous letter specifically mentions four  
12          individuals that Mr. Bisignano has been in contact with  
13          or pushed SSA to onboard.

14          Mr. Bisignano reiterated in writing that he has a  
15          20 year professional relationship with one contact,  
16          periodic contact with another on general matters related  
17          to the agency was referred to another to help him with  
18          preparation for his confirmation hearing and the last  
19          individual he does not know at all.

20          Even though the timing of the anonymous letter  
21          suggests a political effort to delay the committee vote  
22          on this nominee, my staff have told Senator Wyden's  
23          staff, and we have discussed this just now, that we are  
24          open to meeting with the author of the letter and  
25          keeping the individual anonymous.

1           However, any information provided by the  
2           individual must be thoroughly vetted, including allowing  
3           the nominee the opportunity to respond. A process for  
4           vetting the allegations has not been agreed to. The  
5           issue here, as I understand it, is the frequency and  
6           details of communications between the nominee and SSA  
7           officials.

8           The nominee has responded in writing to these  
9           allegations. The SSA needs steady Senate confirmed  
10          leadership. Mr. Bisignano would bring his decades long  
11          focus on strong customer service and operational  
12          excellence to the SSA. I urge my colleagues to support  
13          his nomination. And I recognize now Ranking Member  
14          Wyden.

1       OPENING STATEMENT OF HON. RON WYDEN, A U.S. SENATOR FROM  
2       OREGON

3  
4               Senator Wyden. Thank you very much, Mr. Chairman.  
5       Today the finance committee is going to vote on the  
6       nomination of Frank Bisignano be the Commissioner of the  
7       Social Security Administration. My most important point  
8       this morning is the finance committee should not be  
9       holding this vote today.

10              This nominee lied multiple times to every member  
11       of this committee, including the bipartisan finance  
12       staff and the nominee's actions and communications with  
13       DOGE remain very much at the heart of my objection here.  
14       My office received an account from a whistleblower about  
15       the ways the nominee was deeply involved in and aware of  
16       DOGE's activities at the agency.

17              Mr. Bisignano lied in meetings with bipartisan  
18       finance committee staff. He lied in a meeting with me  
19       in my office down the hall, and he lied before this  
20       committee a week ago. I asked the nominee, for example,  
21       if he had a part in speeding up the hiring for Akash  
22       Bobba, a DOGE acolyte, a DOGE acolyte who was rushed  
23       into the agency after other members of DOGE had trouble  
24       persuading career officials to cut corners and ignore  
25       safeguards and privacy laws.

1           Mr. Bisignano told me he was not involved. The  
2           whistleblowers statement says that's not true that Mr.  
3           Bisignano personally intervene to get Bobba immediate  
4           access to Social Security systems.

5           I asked the nominee if he was involved in any  
6           discussions about personnel or operations at Social  
7           Security. Again, the transcript says, the nominee said  
8           no. The whistleblower statement says he spoke  
9           frequently with Michael Russo, one of DOGE's chief  
10          operators at Social Security.

11          Mr. Bisignano also requested that senior Social  
12          Security staff not hire any new personnel without his  
13          explicit approval. The account of the whistleblower, I  
14          would say to my colleagues, was confirmed independently  
15          by a veteran reporter at *The Washington Post* newspaper.

16          Now, with respect to the committee, I've asked the  
17          chairman of the committee to work with me to verify the  
18          disturbing account on a bipartisan basis. And up till a  
19          few minutes ago, it wasn't to me a topic for  
20          conversation. Now we're going to explore this. We have  
21          to have a process that protects the whistleblower's  
22          identity, gives the whistleblower a chance to lay out  
23          for the bipartisan group at the committee, you know,  
24          what happened, and it needs to be done before this  
25          nominee goes to the floor of the United States Senate.

1       And I think that's reasonable.

2               We've talked about getting something that would  
3       allow the majority to later on schedule a vote. But I  
4       insist that in the name of basic fairness, that there is  
5       a chance to have a bipartisan inquiry in exactly what  
6       the whistleblower said and the nominee's response and it  
7       take place before there is a final vote on the floor of  
8       the Senate. And I'll yield just in a -- does my  
9       colleague wish me to yield? I don't. Oh, great. I  
10      would just conclude this part of my remarks.

11             I think it would be a dark day in the history of  
12      the finance committee if we surrender our ability to  
13      hold truth to power. The chairman and I have worked  
14      together on a lot of issues. We have plenty of  
15      disagreements, but we've never gone to basically  
16      ignoring whistleblowers who are well regarded in terms  
17      of the substance of an issue to have a chance to speak  
18      truth to power.

19             Let me just close by way of saying, this may sound  
20      like some inside baseball, but to me if you lie to all  
21      these people, all the staff and me and others, you lie  
22      to the American people once you're on the job. My final  
23      remark is that seniors and families have tremendous  
24      concern about what is going on at Social Security and  
25      their earned Social Security benefits.



1           Over the last several weeks, what's been happening  
2     at the agency is nothing short of connectivity problems,  
3     dozens of regional and field office closure  
4     announcements. The whiplash is confusing and  
5     discouraging Americans from getting their benefits. And  
6     if a senior or somebody with a disability can't access  
7     their Social Security, that in my view is DOGE stealing  
8     their money.

9           The nominee today is going to be a person who has  
10    come from business and has made a career of swooping in,  
11    firing workers, selling off pieces of a company and  
12    merging with a competitor. These practices may be good  
13    for shareholders, but they hurt American families. So  
14    we Senate Democrats are not going to stand by idly while  
15    Trump's cronies take a sledgehammer to Social Security  
16    and deprive seniors of their earned benefits under the  
17    false banner of fighting fraud.

18          And as I reminded the committee last week, the  
19    amount of fraud taking place from Social Security's  
20    retirement and disability benefits is 0.009. The  
21    whistleblower summed it up to me. This whistleblower  
22    who's got expertise in the field, who bravely provided  
23    the Finance Committee with their testimony, said that  
24    the nominee to run Social Security will not temper the  
25    chaos but bolster it. I urge my colleagues to vote

1 "no."

2 Thank you, Senator Crapo.

3 The Chairman. Thank you, Senator Wyden. And I'll  
4 just comment briefly in response and then we'll go on to  
5 any other Senator who wishes to make a statement. It  
6 was my understanding that we, and it is my understanding  
7 that we have been very willing to meet with the  
8 whistleblower, protect his or her anonymity, and get the  
9 information that the whistleblower wants to bring to us.

10 At this point, it's simply an anonymous letter,  
11 and we have not been able to meet with the person to  
12 confirm anything different. We also insist that if  
13 there is information presented, that the information  
14 presented needs to be made available to the nominee so  
15 that he can respond to the allegations. If we can work  
16 that out, we will do so.

17 Senator Wyden. Let me just repeat what I think our  
18 understanding is, and I think we have come to some  
19 progress. One, we're going to protect the  
20 whistleblower's identity; two, we're going to have an  
21 independent process; and three, it's going to be done  
22 before this nominee is on the floor of the United States  
23 Senate in front of all our colleagues.

24 The Chairman. I can't make the commitment on when  
25 it would go to the floor. That's a decision to be made

1 by the majority leader. But I can tell you that we will  
2 work from today forward to do an expeditious review if  
3 the whistleblower the anonymous person will come forward  
4 and meet with us and present that information so that we  
5 can then present that same information to the nominee  
6 and get the nominee's response.

7 Senator Wyden. I just think that it is so  
8 important that this get done before this goes to the  
9 floor of the United States Senate. Social Security is  
10 the connective tissue for the American people between  
11 young workers and retired people. And when you have  
12 somebody who sits at the witness table where our  
13 wonderful staff is today and lies up to their eyeballs  
14 to this committee, we've got to get this right. So, I  
15 look forward to further discussions and putting that  
16 together.

17 The Chairman. All right. Thank you.

18 And now I will turn to any other Senator wanting  
19 to make a statement. And next on my list is Senator  
20 Cantwell.

1       OPENING STATEMENT OF HON. MARIA CANTWELL, A U.S. SENATOR  
2       FROM WASHINGTON

3  
4               Senator Cantwell. Thank you, Mr. Chairman. And I  
5       am speaking against this nomination. I do share my  
6       colleague from Oregon the ranking member's concerns that  
7       we need to understand Mr. Bisignano's past statements.  
8       And I think the context here is that we have seen cuts  
9       in staffing.

10              We have seen threats of closures of offices. We  
11       have seen the request for reregistration. And so, we  
12       are seeing an undermining of the services at Social  
13       Security right now. And Mr. Bisignano represents  
14       somebody who's made a name for himself in the business  
15       sector of coming in and, if you will, slashing and  
16       burning to find the efficiencies.

17              Well, I would say Social Security is no place to  
18       slash and burn. It's a contract with the American  
19       people. It should be kept. And what we should do is  
20       improve the service. The taxpayers that pay into the  
21       program do so throughout their lives and they want the  
22       government to live up to that obligation and take care  
23       of them.

24              Overwhelmingly, Americans support Social Security.  
25       A recent AARP poll found that 85% of Americans want

1 Social Security benefits maintained or increased. And  
2 that shows that that's everybody. That's not just  
3 Democrats or, you know, people who remember, you know,  
4 how Social Security got created.

5 This is everybody. This is Democrats,  
6 Republicans, independents. But we have an  
7 administration represented with DOGE who think that  
8 they're going to come in here and find billions of  
9 dollars that they can take out a Social Security and  
10 give to tax breaks to billionaires and corporations.

11 So, I think it's fair to understand whether Mr.  
12 Bisignano really did participate in that process. And  
13 he has a background that that's why he's being hired.  
14 He's not being hired because he is an expert on Social  
15 Security. He's being hired because somebody thinks he's  
16 going to come in here and basically get billions of  
17 dollars out of Social Security to give to a tax bill.

18 So, I just want to say, I need to tell the  
19 committee how important it is that the administration  
20 actions are leaving our offices overcrowded, phone  
21 calls, as my colleague from Montana mentioned are 1.5  
22 hours or longer that we had a constituent assure that  
23 she was able to even log into her account due to new  
24 verification changes.

25 She's nearly 80 years old, so it's not like she

1 has a smartphone or a computer or a webcam or is going  
2 to drive herself just over to the Social Security  
3 office. So, I have 1.4 million constituents that  
4 deserve Social Security and we're making it harder on  
5 them. And the instance I mentioned in Mr. Bisignano's  
6 hearing is that Social Security wrongfully declared one  
7 of my constituents, Ned Johnson dead. His monthly  
8 benefit was withheld. Thousands of dollars and  
9 previously paid benefits were clawed back out of his  
10 joint account he shares with his wife.

11 The erroneous determination set off a bureaucratic  
12 nightmare and ultimately had to wait in line at the  
13 federal building. But guess what? They're still  
14 withholding his money, his most recent check. They're  
15 still withholding his payment. Why does he have to wage  
16 a war just to get his Social Security benefits? We  
17 cannot afford more of this thinking in this position.  
18 We need to make sure that we know the answers and I do  
19 not believe that we have them today. Thank you.

20 The Chairman. Let me just say before moving  
21 forward, no one on our side, including the nominee, has  
22 said that they are going to cut Social Security  
23 benefits. In fact, the President has made it clear that  
24 he will not support cutting Social Security benefits.  
25 And the bottom line is, the nominee is not even at the

1 Social Security Administration yet.

2 Senator Cantwell. Well, I beg to differ. My  
3 constituent, Ned Johnson, would want to know why the  
4 heck out all these years he has to wage a war just to  
5 get his benefit. And it's because there's been a  
6 chilling effect. And I think that the issue is that, is  
7 he being hired and did he participate in the DOGE  
8 discussion? So I'm against his nomination, but I think  
9 we deserve to know the answers to the questions the  
10 ranking member is asking.

11 Senator Wyden. Mr. Chairman?

12 The Chairman. Briefly.

13 Senator Wyden. Yeah, very briefly, and I  
14 appreciate it. You know that my background is working  
15 with the Gray Panthers. I was director for a full seven  
16 years and have really studied the issue of  
17 privatization. And that's the issue I have raised in  
18 this committee. When you hollow out a program like  
19 Social Security, which is what's going on with the  
20 phones, the personnel and the offices, you make the  
21 situation there ripe for privatization.

22 I call it a prelude to privatization because  
23 you're stuck with having to get some private contractors  
24 in. So, I want my colleague to understand that I have  
25 been very specific about my concern with respect to the

1 administration and that these efforts with the phones,  
2 the offices, and the personnel to me are prelude to  
3 privatization. I've used those words carefully. My  
4 colleague is asking that you describe this carefully.  
5 I've tried to do that.

6 The Chairman. Well, thank you.

7 I'll just say again, no one has talked about  
8 privatization either. The President has said he's not  
9 going to tamper with Social Security. In fact, the law  
10 prohibits us in the tax bill that Senator Cantwell  
11 referenced, prohibits us from looking at Social  
12 Security, which we aren't doing anyway.

13 The point is that this is not something that this  
14 nominee is even involved in, even if it were happening.  
15 The issue before us today is the nominee and I see only  
16 one other Senator present.

17 Senator Warnock, did you wish to speak?

18 Senator Warnock. Yes.

19 The Chairman. Please do.



1 OPENING STATEMENT OF HON. RAPHAEL G. WARNOCK, A U.S.  
2 SENATOR FROM GEORGIA  
3

4 Senator Warnock. Thank you, Brother Chair. Since  
5 I was sworn in office over four years ago, I have  
6 received more than 32,000 messages from Georgians about  
7 Social Security. And I can tell you that folks all over  
8 my state are deeply concerned about Social Security.

9 One thing is undisputed and that is that Mr. Elon  
10 Musk, who in effect is functioning as co-president, said  
11 that Social Security is the biggest Ponzi scheme ever.  
12 So, we know what he thinks about Social Security. And  
13 if he's heading this effort of supposedly going after  
14 waste, fraud, and abuse, the guy in charge of that  
15 thinks that Social Security is a Ponzi scheme, then I  
16 think folks in Georgia have real reason to be concerned.

17 And so that's why I asked Georgians to send me  
18 their questions. I represent them here. I wanted to  
19 know what were the questions that they thought the  
20 nominee to lead the Social Security Administration  
21 should be presented with. And in just two days, I  
22 received over 500 responses, over 500 and 260 unique  
23 questions from Georgians about Social Security.

24 My office summarized these questions for the  
25 nominee, Mr. Bisignano and sent them directly to him to

1       answer. But it's important to me that each of these  
2       questions is ultimately addressed by the Trump  
3       administration. And so, brother Chair, without  
4       objection, I'd like to enter these questions from  
5       Georgians into the record.

6               [The questions appear at the end of the  
7       transcript.]

8               The Chairman. Without objection.

9               Senator Warnock. Georgians asked about this  
10       nominee's plans to ensure their benefits are not  
11       disrupted by DOGE. They asked about Elon Musk accessing  
12       their personal data. They asked about disability wait  
13       times and approval backlogs. But by far, most Georgians  
14       had questions about the Trump administration's overall  
15       disdain and callousness toward people who depend on  
16       their Social Security benefits to live. That is not in  
17       dispute.

18              The President stood there at his joint statement  
19       before the Congress and named all of these dozens of  
20       dead people, he said, or getting Social Security. The  
21       head of the Commerce Department said, well, if his  
22       mother-in-law misses a check, no big deal. It's frauds  
23       who worry about that. It is that attitude that they're  
24       worried about.

25              Part-time a retired teacher from Joseph Georgia

1       says her Social Security check is her only income. And  
2       so let me be clear, reducing phone services, scaling  
3       back field offices, and firing staff will make it harder  
4       for people to have their questions answered. These are  
5       all cuts to services and therefore cuts to benefits.

6               I hope if he's confirmed that Mr. Bisignano can do  
7       what he says he wants to do and make Social Security  
8       work better for Americans, I'm rooting for that. But  
9       I'm concerned based on what we are hearing and what we  
10      are seeing from the Trump administration and from  
11      co-President Elon Musk that they will break up Social  
12      Security.

13             And I don't have confidence that this nominee can  
14      realistically be the backstop we need against Elon Musk,  
15      against DOGE at the Social Security Administration to  
16      prevent my constituents from losing access to their  
17      hard-earned benefits. And for that reason, I'll be  
18      voting no on Mr. Bisignano's nomination and I urge my  
19      colleagues to do the same.

20             The Chairman. Thank you, Senator Warnock. We  
21      will now procedurally recess and reconvene for the  
22      committee vote on the nomination off the Senate floor.  
23      Members will be notified when that timing is confirmed.

24             Without objection, it is so ordered the committee  
25      stands in recess.

1           [Whereupon, at 10:34 a.m., the meeting was  
2 recessed.]

3

4           The open executive session was reconvened,  
5 pursuant to notice, on Wednesday, April 2, 2025, at 2:15  
6 p.m., in Room S-216, The President's Room, U.S. Capitol,  
7 Hon. Mike Crapo (chairman of the committee) presiding.

8           The Chairman. The committee will come to order.

9           We now have a quorum. I move that we favorably  
10 report the nomination of Frank Bisignano.

11          Senator Grassley. Seconded.

12          The Chairman. The Clerk will call the roll.

13          The Clerk. Mr. Grassley?

14          Senator Grassley. Aye.

15          The Clerk. Mr. Cornyn?

16          Senator Cornyn. Aye.

17          The Clerk. Mr. Thune?

18          Senator Thune. Aye.

19          The Clerk. Mr. Scott?

20          Senator Scott. Aye.

21          The Clerk. Mr. Cassidy?

22          Senator Cassidy. Aye.

23          The Clerk. Mr. Lankford?

24          Senator Lankford. Aye.

25          The Clerk. Mr. Daines?

1 Senator Daines. Aye.  
2 The Clerk. Mr. Young?  
3 Senator Young. Aye.  
4 The Clerk. Mr. Barrasso?  
5 Senator Barrasso. Aye.  
6 The Clerk. Mr. Johnson?  
7 Senator Johnson. Aye.  
8 The Clerk. Mr. Tillis?  
9 Senator Tillis. Aye.  
10 The Clerk. Mrs. Blackburn?  
11 Senator Blackburn. Aye.  
12 The Clerk. Mr. Marshall?  
13 Senator Marshall. Aye.  
14 The Clerk. Mr. Wyden?  
15 Senator Wyden. Nay.  
16 The Clerk. Ms. Cantwell?  
17 Senator Cantwell. Nay.  
18 The Clerk. Mr. Bennet?  
19 Senator Bennet. Nay.  
20 The Clerk. Mr. Warner?  
21 Senator Warner. Nay.  
22 The Clerk. Mr. Whitehouse?  
23 Senator Whitehouse. Nay.  
24 The Clerk. Ms. Hassan?  
25 Senator Hassan. Nay.

1           The Clerk.    Ms. Cortez Masto?

2           Senator Cortez Masto.    Nay.

3           The Clerk.    Ms. Warren?

4           Senator Warren.    Nay.

5           The Clerk.    Mr. Sanders?

6           Senator Sanders.    Nay.

7           The Clerk.    Ms. Smith?

8           Senator Smith.    Nay.

9           The Clerk.    Mr. Luján?

10          Senator Luján.    Nay.

11          The Clerk.    Mr. Warnock?

12          Senator Warnock.    Nay.

13          The Clerk.    Mr. Welch?

14          Senator Welch.    Nay.

15          The Clerk.    Mr. Chairman?

16          The Chairman.    Aye.

17          The clerk will announce the vote.

18          The Clerk.    Mr. Chairman, the final tally is 14  
19 ayes and 13 nays.

20          The Chairman.    The "ayes" have it.

21          I thank my colleagues for their attendance.    The  
22 committee stands adjourned.

23          [Whereupon, at 2:47 p.m., the meeting was  
24 adjourned.]

1	STATEMENT OF:	PAGE
2	Hon. Mike Crapo,	2
3	a U.S. Senator from Idaho,	
4	chairman, Committee on Finance	
5		
6	Hon. Ron Wyden,	6
7	a U.S. Senator from Oregon	
8		
9	Hon. Maria Cantwell,	12
10	a U.S. Senator from Washington	
11		
12	Hon. Raphael G. Warnock,	17
13	a U.S. Senator from Georgia	

## **SUBMITTED BY SENATOR WARNOCK**

Questions for the Record submitted to Frank Bisignano from Senator Warnock. These questions are direct submissions from my constituents in Georgia.

1. Amy: Given that Social Security serves 73 million Americans across the political spectrum, how will you reassure beneficiaries that decisions—such as COLAs [cost-of-living adjustments], office closures, eligibility requirements or funding allocations—won't prioritize political favors over actuarial necessity? What specific steps will you take to ensure that Social Security remains a nonpartisan lifeline for all Americans, rather than a tool for advancing political agendas?
  - Privatizing Social Security has long been criticized as a risky idea that could jeopardize the financial security of millions of Americans. Given your corporate background and Fiserv's history of profiting from privatized systems, how will you ensure that Social Security remains a public trust and not a profit-driven enterprise? Will you commit, under oath, to never allowing Wall Street firms like yours to manage Social Security funds—even if ordered by the President?
  - Your corporate career has been defined by streamlining operations and cutting costs, often at the expense of human capital. The Social Security Administration is not a business—it is a lifeline for 73 million Americans, including the elderly, disabled and widowed. In Georgia, 21% of the population lives in rural areas (according to the 2020 U.S. Census). These communities face unique challenges in accessing health care and social services, further compounded by limited broadband access and seniors' struggles with technology, making it difficult for them to navigate online systems or access critical resources. How will you ensure that your drive for 'efficiency' doesn't come at the cost of human dignity, especially for rural seniors and disabled individuals who depend on personalized support to navigate complex systems? And what specific steps will you take to protect the most vulnerable Americans from being left behind by AI, automation or staffing cuts?
2. Kimberly from Atlanta: What specific steps will you take to ensure that domestic violence and gun violence survivors can access Social Security benefits without unnecessary delays or barriers? How will you protect programs that support these vulnerable populations from funding cuts or administrative hurdles?
3. Norm: Can you assure us that Social Security benefits will not be reduced or discontinued without thorough review in a fully bipartisan fashion and a detailed plan for replacing the system without changes in benefits?



4. Jean: The phone wait time to speak to someone for help is awful. When my husband died a couple of years ago, I had to go through one of the worse experiences waiting, waiting and more waiting for any an appointment to go to a Social Security office miles away from my home. I was 73 years old at the time and had to drive myself to an unknown place to sit in a crowded room and wait for my appointment time to get help getting things straightened out. I had to wait 6-8 weeks from the time I reported my husband's death to SSA the time I could get an appointment to get help. In the meantime, I had NO INCOME from SS coming in. I have no idea what could make the system work better but someone needs to improve the process to make it better for older people. I shudder to think some of the rumors circulating about us having to go to the SS office to prove ourselves or using a computer to prove ourselves can be true. How will you improve the system so this doesn't happen?
5. Linda from Kennesaw: I took care of my husband through his Alzheimer's and the high expenses incurred throughout that time have drained my assets. I live on Social Security now and am very concerned when I hear how those programs are getting smaller rather than putting protections in place to minimize fraud and give folks like me the support we need. What protections will you put in place to make sure I receive the funds that I contributed for more than 30+ years to Social Security will continue throughout my lifetime?
6. Phil: Millions of retirees rely on Social Security as their primary source of income. Can you commit to taking all necessary steps to ensure that payments are never delayed or disrupted, even in times of government shutdowns, economic downturns, or administrative challenges? What specific contingency plans will you put in place?
  - Many beneficiaries, especially seniors and individuals with disabilities, face difficulties accessing SSA services due to office closures, long wait times, and technical challenges. What steps will you take to modernize SSA's systems, improve customer service, and ensure that every American can access their benefits efficiently without bureaucratic barriers?
7. Gayle: How can this administration possibly consider cutting off benefits to retirees such as myself that have paid into Social Security for over 35 years? Why is there a question that retirees that have paid into Social Security do not deserve to now collect benefits?
8. Marcia: I'm a senior citizen and I'm currently receiving my husband's benefits because he passed away and we worked hard for our money. I haven't had any issues with Social Security since I have been receiving my benefits. It is my only income, and a lot of people are in the same shape. Will you protect these benefits?

9. Jennifer: Why is the wait time for SSI almost a year? This is unacceptable for someone that this will be their only income. SSI is cut off immediately for periods incarcerated in the state of GA, and when they are released, they start the entire process for benefits over. Why?
10. Penny: I am disabled and on Social Security Disability and cannot survive without my check every month. I only get \$1295/month which makes it hard to make ends meet already. Wondering if my check will be deposited each month is not a stressor I want to have to deal with, nor should I have to deal with. Will you commit to not reducing or cutting my benefits?
11. Robert: Mr. Bisignano, will you commit to the long-term health, expansion and stability of the Social Security Administration, including its ability to continue and expand the provision of the much-needed retirement and disability benefits for senior and disabled Americans?
12. Marilyn: What can be done to keep Social Security numbers off of the dark web?
13. Sherry: Do you agree with the return to the seizure of 100% of benefits in the case of overpayments, or do you think individuals should be means tested to avoid severe financial hardship?
14. Jerry: I am visually impaired. I depend on my social security for many different reasons. For many people the only source of income to pay their life insurance policy, their mortgage or rent, their groceries, utility bills etc. Do you personally understand and recognize the importance and value of people receiving their social security benefits?
15. Valerie: What are you going to do to protect social security and improve it for existing beneficiaries as well as future recipients?
16. Willis: Why are you ending telephone filing and telephone customer service?
17. Alice: Retirees in this country have followed the law and paid into the Social Security program all of our working lives. Are you going to make sure that there will be employees and field offices available to make it convenient to collect our payments that we were promised by our government?
18. Yvonne: I have paid into the system since I was old enough to work. My husband was 100% disabled Veteran. I live off of his benefits, so will I continue to receive those payments? Will I continue to receive my monthly payments from SSA?

19. Angela: Will Social Security be around when I choose to retire? How will you address long wait times, poor customer service, timely delivery of benefits and checks, and the general future of the program?
20. Veda from Appling: If nominated, how will you fix Social Security so it doesn't run out of money? What changes would you make to the website to make it more user friendly for those not familiar with tech? I have some suggestions: please implement a national number and a state number for customer service, make local customer service more user friendly by allowing local offices to make appointments when a customer walks in.
21. Gerald from Douglasville: How do you plan to address SSA understaffing, closure of offices and underfunding for operations?
22. Jane: My almost 65-year-old husband and myself, the 62-year-old mother of a 23-year-old son with significant disabilities, are concerned about the general future of Social Security. My husband and I have, and are still, working hard in our respective careers; paying property taxes, state and federal income taxes, serving on juries, voting... as citizens we have certainly paid our fair share into the system, never doubting that those services would be available to us when we needed them, until now. What specific steps will be taken to ensure the continuation of this program?
23. Jim from Athens: I have a loved one who would have difficulty going to a Social Security office. How will you accommodate people with similar challenges?
24. Hector from Atlanta: Phone calls to SSA "service" centers are placed in a queue that have taken me over 4 hours to get answered. With cost-cutting measures being considered, how much worse will their services get?
25. Steve: Do you believe in the U.S. Constitution and the 3 co-equal branches of Government?
26. Mary: Our benefits are not entitlements. We paid into this over the course of our careers and need our benefit payments to survive in today's world. How will you ensure that our Social Security benefits will not be compromised?
27. Maureen from Talking Rock: Will you state for the record that Social Security and SSI payments will continue unchanged--except for cost-of-living increases--for Americans currently receiving benefits? Will you ensure that Social Security funds will not be borrowed or otherwise appropriated by any branch or agency of government? Will you pledge to maintain sufficient staff to restore the quality of service that distinguished the SSA prior to this year? Will you pledge to use existing calculations to provide for workers currently paying into Social Security but not yet eligible, and/or improve benefits?

28. Sherry: It's at least a 90-minute wait time when I call. How is it a good idea to cut staff when these offices obviously need more? And yes, what is the plan to keep from cutting our Social Security that we paid in to for 45 or 50 years?
29. Tom: My wife and I are in our sixties and have been planning our retirement for twenty years, how can we be assured that we will have the income we are relying on for a secure retirement?
30. Ruby: Can you promise not to burden the elderly and disabled, as well as people who lack access to transportation?
31. John: I'm concerned my benefits will be frozen or stopped completely by Trump. The SSA is already understaffed and the Trump assault on staffing cuts will only add to the problem. My question is how are customer services going to be maintained with the staffing cuts?
32. Sheila: What are your thoughts and/or plans regarding first responders and educators receiving full retirement benefits regardless of other retirement funds or pensions?
33. Alf from Atlanta: Will you commit to not attempting to privatize or set in motion the planning and steps toward privatization of Social Security in any manner, form or conceptual guise at any time? Will you commit to a guaranteed policy of not reducing SS payments in any manner, and instead commit to annual CPI increases as is the current policy? Will you promise not to reveal SS recipients' personal files to any member of the Musk DOGE team or any outside unauthorized entity? Will you further guarantee that DOGE policy and current actions be reviewed in order to correct factual errors in DOGE reporting about SS and report those corrections to the general public via extensive media and social media dissemination? Will you state for the record that you are committed to the long-term maintenance and success of the current SS system that has been in place since the 60s and that you are not guided, motivated, instructed or driven by a philosophy or sense of animus that calls for ultimate dismantling and eradication of the current SS system? Are you committed to SS as we've known it for generations?
34. Dorothy: Trump says Social Security benefits will not be "touched". Do you agree with this or are you going to follow Elon Musk's plan to cut Social Security benefits since he thinks Social Security is a Ponzi scheme and that entitlements need to be cut?
35. Debbie from Powder Springs: Our main concern is that we have paid into social security all of our lives and we don't want to lose the money that we earned. It's not an entitlement but it is a benefit that we have paid for all of our working years. Will you protect these benefits?

36. Marjorie: We have long been concerned that Social Security will receive cuts. Will it be protected from being dismantled? Will the millions that receive disability payments and seniors that have paid in to SS continue to receive their benefits? I am fortunate, I have a pension but without SS I will not be able to meet all my financial obligations. Will I continue to receive the money my former employer and I paid into the program?
37. Arlene: Will you acknowledge that although the Social Security program is called an entitlement program, citizens pay their hard-earned money into the system and getting access at retirement should be made easier not made harder for the elderly? I would like to know if you are committed to making the system work so that the payments that are expected are paid since most recipients are not billionaires and missing a payment could be a life-or-death situation for many. Are you committed to ensuring that citizens have access to Social Security locations without placing excessive burdens for travel or the use of technology that seniors may not have the expertise to use?
38. Andrew from Decatur: Do you promise the American people that, if confirmed, you will ensure that there will be no interruptions or delays in the Social Security payments owed to each recipient?
39. Elaine: Recently, I called 1-800 number and was on hold for 2 hours before I finally had to hang up to attend to other things. A few days later, I called the local Winder, Ga office. I was connected to a representative within a few minutes. She told me she was not in Winder, but that social security offices all over Georgia were serving all areas of Georgia, which I found impressive. To handle my issue, she set up a telephonic meeting for me, which was roughly 3 weeks away from my call. I have an online Social Security account and have elected electronic communication in hopes to help with efficiency in communication. I received an electronic letter confirming my appointment. I was happy with my experience at that point. Here's where it gets crazy...a few days later I received the identical letter in the mail. A week later, I received a second confirmation letter in the mail. I have now received a 3rd confirmation letter by mail. What are your plans to streamline a situation such as this?
40. Thomas from Valdosta: My biggest concern is that with layoffs customer service will be further degraded. In the last few years my wife and have found that it is hard to get straight answers from the agency. How will you respond to this?
41. Nicholas: Will you promise to defend, sustain, and with prudence, improve the Social Security system? Will you promise to make an impartial and comprehensive analysis of the computer and software systems within the Social Security organization? Will you promise not to arbitrarily fire personnel without due analysis of their functions, performance and value added to the organization?

42. Ari: How will you ensure that there will be no interruptions to Social Security payments under your care, since most Americans spend their entire lives paying into their Social Security? What will you do to combat the illegal shuttering of Social Security Administration offices by Elon Musk and his DOGE Team, as well as any other actors? How will you fight for working class and middle-class Americans to access their Social Security Payments?
43. Kathy: Will there be consideration made to assure accessibility to Social Security assistance for elderly or disabled recipients who have difficulty with technology &/or transportation? The Columbus office was closed, and the closest office is over 30 minutes away. Will we eventually be dependent on AI to handle customer service issues with cuts in staff?
44. Greta: If you go after fraud in the Social Security system, is it going to be a targeted, methodical, well thought out approach or will you make wide spreads cuts based on unsubstantiated claims?
45. Kari: Why are permanently disabled people required to continue to prove their disability? My daughter's disabilities won't go away. She will never heal from them or be cured. I have friends whose family members have congenital conditions from birth, like MS and blindness, who are still required to prove they are disabled every couple of years. They experience humiliation at the hands of overworked and unresponsive SSI/SSDI associates along with the very real fear that their monthly compensation will be revoked. They often feel that the government and its representatives see them as frauds and scammers.
46. Albert from Atlanta: Mr. Bisignano, how does your business background and personal life qualify you to run the Social Security Administration and serve and protect the interests of millions of Americans who have worked hard, and paid into that system for years to provide themselves with security in old age?
47. Vic: What are some rule changes that you would institute within the first 6 months? Any rule reversals?
48. Jovani: Can you detail any financial interests you currently hold that could conflict with your role as SSA Commissioner, and how will you ensure that your decisions are not influenced by your previous corporate affiliations?
- What specific new cybersecurity measures will you implement immediately to protect Social Security data from hackers, and how will you measure the effectiveness of these measures?

- Can you give specific examples of how you will personally ensure that fraudulent claims are identified and prevented, and how you will hold accountable those within the SSA who fail to meet these standards?
- What immediate steps will you take to guarantee that every SSA office and digital platform fully complies with the Americans with Disabilities Act (ADA), and how will you ensure that these improvements are sustained long-term?
- How will you guarantee that SSA employees feel safe reporting issues without fear of retaliation, and what specific policies will you implement to protect whistleblowers?
- Can you detail how you will prioritize budget allocations to modernize SSA systems without compromising service quality, and how you will publicly report on the use of funds?

49. Shelley: As an attorney whose entire practice involved representing the elderly and disabled, I am familiar with many situations where the need for Social Security (an earned benefit, not an entitlement) is great. For example, 1) families with young children, with a parent in a coma, 2) disabled adults, trying to be self-sufficient, with supports and needing their parent's benefits to qualify for group housing, 3) marginally disabled adults, supported by parents and without the need for a guardianship, only to lose their parent and be faced with managing their affairs on their own. These individuals would be unlikely candidates for computer usage or able to drive--and in rural communities without public transportation 4) families with young children and with the death of a parent--now faced with losing one income and managing life with only one (or no) parent.

- Aren't these recent changes likely to result in the need for more court intervention in the lives of the disabled, elderly and children? Will there be an increase in guardianships needed?
- Can you explain your understanding of how these recent changes to Social Security impact children, including disabled children collecting benefits under a parent's record? That is, how is a child able meet the identity requirements, when there are unable to have an online account and, in many instances, unable to go to a Social Security office due to disabilities. In my estimation, these new requirements may now require the need for guardianships or conservatorships for these children--many who are profoundly disabled. Often, also, children of deceased parents receive benefits. How are families who have recently lost a loved one expected to navigate this new system and why should they have to, as the old system functioned well?

- Can you explain your understanding of how these recent changes to Social Security impact residents of nursing homes, which includes seniors (often suffering from cognitive decline) or severely disabled individuals. How will they meet identity requirements?
- Do you have any idea on how tragic the interruption of benefits would be to the elderly and disabled who reside in nursing homes? For those persons on Medicaid (which is a significant portion of this population) they are penniless (must have less than 2K in assets) and must pay their Social Security to the nursing home. Any interruption to benefits would result in the inability to pay and may result in their being "dumped" to the local hospital, when they don't pay. Further, how will the nursing homes be impacted by this loss of revenue?
- How can we be assured that our private information remains private, especially in light of today's news, that Signal is being used to discuss war plans?

50. Jonathan from Thomas County: Mr. Bisignano, with the Security Trust Funds facing a shortfall within the next 10 years, please share your vision of addressing that shortfall with the levers of raising payroll taxes, cutting benefits and finding additional sources. Of specific interest to those of us who have already retired is the lever of cutting benefits.

51. Curt: Do you plan to privatize Social Security?

52. Maggie: What will you do to ensure that our benefits will continue to reach us without disruption? For many of us, missing even one payment would cause irreparable harm.

53. Douglas: It is estimated that Social Security trust will be depleted by 2035 and only be able to pay 83% of benefits. How do you plan to fix this so Social Security can meet 100% of its obligations to the American people?

54. Michele: I'm a disabled veteran, who proudly served my country in two branches (Navy and Army). I'm also an SSDI recipient because of my disabilities. I rely heavily on both incomes to pay my bills and get me through life. The question, so many SS/SSDI recipients are worried about is, will our benefits get cut soon? Will my SSDI benefits automatically transition into regular SS at the age of transition?

55. Barbara from Rome: How will the deep cuts to staff and services impact the timely payment schedule that seniors depend on to pay for living expenses? Without local or nearby offices and limited phone availability, how will recipients with questions or in need of assistance easily get answers?



56. Robert: What steps will you take to ensure the confidentiality of benefit applicant and recipient data? What steps can you take to ensure the continued solvency of the Social Security system? What steps will you take to reduce wait times for phone calls and processing time to resolve issues arising from various sources, including initial applications for benefits?
57. Michael from McDonough: Can you allow one to submit form W-4V directly online using your Social Security online services? Currently, you have two choices to submit the form, 1) call your local SS administrator and be placed on hold for hours. 2. drop the signed form off at the local SS office. FYI- form W-4V allows one to change the amount of federal taxes taken out from your monthly SS check.
58. Elizabeth: Mr. Musk's assertions of fraud in the SSA do not appear to be justified. I am also concerned that the firing of SSA staff and closing of field offices was not done with a thoughtful consideration of the impact on those receiving benefits or applying for them. What will you do to ensure that these decisions/actions are in the best interest of ensuring prompt and timely services?
59. Laura from Macon: What are beneficiaries supposed to do if they are home bound and unable to travel to an office that may require long waits, especially in rural areas where the SSA offices may be very far away? This is shameful & not the way to compassionately care for those most vulnerable in our nation.
60. Lynn: I am a 62-year-old single teacher who will need SS benefits along with my pension or I will not be able to retire...ever. Do you promise to protect my investment? Do you promise to protect my soon to be SS payments or do I need to plan to work until I die?
61. Laverne: Will you promise not close offices as it is already a hardship for people in rural areas to get assistance?
62. Ronnie: Recent reforms initiated by the Department of Government Efficiency (DOGE), led by Elon Musk, have sparked fears about the privatization of Social Security. Given your extensive background in the financial sector, how do you respond to these concerns, and what assurances can you provide that the SSA will remain a public institution dedicated to serving all Americans? The SSA has been experiencing high attrition rates, low employee morale, and challenges in talent acquisition. Recognizing that a motivated and stable workforce is crucial for effective service delivery, what initiatives will you pursue to improve employee satisfaction and reduce turnover within the agency?
63. Susan from Gainesville: How closely do you plan to work with DOGE?

64. Jimmy: I have 3 family members who are now on Social Security disability. The time of application to receiving their first benefit payment was 2 to 3 years. Most people cannot survive that long without help. And all 3 of my family members had to hire a company to help guide them through this confusing process. This cost them 25% of their first benefit. And they all got denied on the first application and the first appeal. How can the Social Security Administration improve this process for those who are truly in need?
65. Kurt: How can you ensure the American people that SSA will not be dismantled and privatized, thus increasing retirement risks and cuts to benefits for hardworking Americans?
66. Cristen: How do you plan to ensure the long-term sustainability and effectiveness of the non-profit Social Security Administration, given your extensive background running for-profit businesses in the financial sector? How do you plan to support individuals like my 78-year-old widowed mother dedicated her life to raising three children, caring for aging and dying parents, and maintaining a home for 44 years, and now relies on her late husband's Social Security benefits for income after he passed away from cancer? How do you plan to protect the Social Security Administration benefits and services that millions of Americans rely on, especially the most vulnerable populations? How do you address the fact that reducing Social Security resources like funding and staffing will hinder the Agency's ability to effectively prevent and address fraud, impacting the integrity of the program, and causing the very thing, fraud and abuse, that the Administration claims to want to reduce?
67. Clement: How do you plan to close the gap between the revenue brought in from the social security taxes and the out flow of benefits?
68. Kaye from Cumming: What would be your approach to ensure that Georgians have timely access to Social Security for quality customer service, timely payments & making sure our payment benefits are not cut or decreased?
69. Thomas: If the cutbacks and closures are implemented as proposed how can already poor service be improved?
70. Steve: What strategies do you have in place to retain experienced staff and their institutional knowledge, given the recent departures of long-serving employees? What is your plan to maintain transparency and communication with Congress, community leaders, and the public regarding any future changes to SSA operations?
71. Kameron: Most recipients of social security are elderly. The current policies of removing local offices, ending phone services, cutting the workforce, and replacing humans with AI alienate and make receiving benefits difficult for the elderly, many of whom struggle with

moving around, let alone driving for hours to an office, and also struggle with modern technology literacy needed to navigate AI prompts or other machines. How do you intend to help the elderly with receiving and using their benefits?

72. Johnny: Is the Trump Administration proposing or considering reducing monthly payments of current recipients of Social Security? My mother is 83. I am 58 and on SSDI. Will their plans affect us or other like us?
73. Garrin: If you are confirmed to lead the Social Security Administration, who do you believe you would be working for — President Donald Trump or the American People? Why do you feel this way? Younger Americans have also been paying into the Social Security fund — yet for years, many of us have assumed that Social Security will be bankrupt by the time we retire. What would you say to younger generations - Generation X, Gen Z and Millennials who are concerned that there will be nothing left for us? And what do you plan to do to ensure that Social Security remains solvent in the years and decades ahead?
74. Amber: My question is why is it taking so long to process applications for permanent disability with the Social Security Administration? What is going to be done to streamline this process?
75. Janet from Atlanta: I would like to know why low- and middle-income workers pay social security taxes on all their income while highly paid earners pay social security taxes on only a portion of their income. It seems that correcting this inequity would be the most effective way to ensure Social Security's long-term solvency. What are your views on this issue?
76. Amanda: My personal experience with the SSA has been in applying for SSI benefits for my autistic son. I am a single mom and do my best to provide, but the added challenges of having an autistic child do incur additional financial stress. I applied 11 months ago to the day for SSI benefits for him, and I have yet to be contacted with any determination. I was told it would take at least well over a year, so this is not unexpected, but it is certainly unacceptable. I would like to ask: What are you going to do to increase the efficiency and expediency in the SSA? How will you use your power at the SSA to relieve Americans' financial difficulties? Have you ever gone through the process of applying for any benefit through the SSA? What do you believe to be a reasonable timeframe to process requests and applications? Thank you for your willingness to serve our country in this capacity.
77. Doug from Marietta: Currently a paper W-4 form must be mailed to or dropped off to a SSA office. This process seems very inefficient especially when SSA has a secure website, where applying for benefits works both effectively and efficiently. Why is the federal tax withholding process for social security benefits not automated?

78. Deborah: As someone affected by the recent WEP & GPO changes, I am very frustrated that I am locked out of my account for an unknown reason. I was notified over a month ago I had a message. Couldn't sign in. I've followed the directions as a teacher of 37 years would do. I have called and emailed multiple times asking for help and have yet to get a response. How will these issues be corrected when there are fewer employees?
79. David and Angie: Since SSA currently has the lowest overhead of any government agency can you vow to protect the current efficiency of the department and deny DOGE interference? Can you guarantee that there will be better access to SSA through local offices with real human staffing?
80. Jeff: Will you fight to protect Social Security benefits and serve citizens of the United States with the highest priority and in a timely fashion?
81. Bryan: My parents are on social security. My mom is a disabled veteran with a 90% rating from being badly injured on a rescue mission in the Coast Guard and retired from the Postal Service. She was diagnosed with Alzheimer's in 2017, and the disease has advanced to the point where I had to make major career sacrifices to move back home and help my dad take care of her. With all of the medical demands that my Mom's Alzheimer's have placed on them, their Social Security payments are the only thing keeping my parents afloat. I'm barely scraping by too, because I had to torpedo my career in forestry and take contract work so I could be home more often to help out. Now I'm seeing the Trump Administration playing games with Social Security Payments and saying that my parents are fraudsters for relying so heavily on benefits they paid for? Why is this administration so dead set on coming after families like mine? My mom sacrificed her physical well-being for this country, and I was badly injured in the Service too. Why does it feel like The Trump Administration hates us?
82. Peggy: My mother left us in August. I long since lost count of the number of times I sat beside her and directed her calls to our Gainesville Social Security Office. Computers were very intimidating for her, the office was a 2 hour drive from us, and she was physically past traveling such distances. This left the phone as her only option in dealing with Social Security. The people always helped us, were professional and truly cared. How will you ensure that elderly citizens can access the Social Security Administration? Many of our elderly live in very rural places with no internet access. Going to an office hours away is not an option for them. Who is going to empower and protect our senior citizens?
83. Bonnie: My husband had to use our retirement savings in 2008/2009 to get him through cancer, so we now almost solely rely on Social Security. My suggestion is, instead of having checks come on the 1st, 2nd, 3rd and 4th Wednesday of the month, which makes it hard to plan to pay bills, since those dates vary every month, Could SSA go to a system of

say using dates, like March 1st, March 7th, March 14th, March 21? This would make it easier for us to budget and even use autopay on our bills.

84. Reginald: How will seniors be able to make appointments at Social Security offices with offices closing? With the number of recipients needing assistance with issues, it will take years to get an appointment due to there not being enough offices.
85. Sally: As you are aware, the Social Security fund will go into deficit in the next decade. What are you going to specifically do and work with Congress to do to assure that the people of this country who worked all their careers and paid their SS taxes get the full benefits that they are entitled to? Be specific and detailed in your answer.
86. Connie: Who is going to pay my bills, doctors and medication if they stop social security?
87. Keith: Will you commit to stopping additional reductions to regional office closings or administration workforce so that customer service can efficiently be carried out for all Americans?
88. Constituent from Roswell: Given that you are worth hundreds of millions of dollars, what assurance would you give to a retiree, who worked hard their whole life, but truly relies on every single Social Security check for rent and food, that their payments will not be interrupted or reduced?
89. Dale: How do you plan to help disabled and retired Americans make ends meet? Social Security Disability and retirement benefits are often not even enough to keep disabled or retired persons out of extreme poverty.
90. Leigh: As a 57-year-old, who had been caretaker for my now deceased husband who suffered Alzheimer's disease and is currently a caretaker for a 19-year-old daughter diagnosed with PTSD and Autism spectrum, will I still be able to claim Social Security widow's benefit at age 60? If my daughter is not able to find employment by 2026, will she still be eligible for DAC benefits? These benefits might become necessary for my daughter to have income needed for therapy and tech-school so that she can become a contributing citizen with a job that contributes FICA taxes back into the system.
91. Mary Ann: I have been helping homeless, illiterate, intellectually disabled and blind people secure their Social Security benefits. How can this population, or their advocates such as myself, ever hope to address their questions to Social Security if they, or I, can't call them? Most are unable to drive themselves to a field office.
92. Sharon from Macon: I and my husband have been receiving statements with the amounts we will be receiving depending upon the age of retirement. How can we be sure you will be faithful in keeping the promise of Social Security benefits?

93. Bruce: My wife and I are 72 and 73 and have a 36-year-old daughter with severe disabilities. Our experience with the SSA office in Atlanta has been very good as we moved our daughter from SSI to SSA. This required our trip to the office. We cannot imagine the difficulty in taking her with us to the SSA office if the staff or hours are cut. Reducing staffing and closing offices creates an exorbitant burden on the elderly and disabled. Will you commit to increasing staffing and keeping offices open?
94. R: As a 71 year old Social Security recipient, who has paid into the system since I was 19 years old, I am concerned that the current administration has plans to destroy the SSA using what I would call "back door" tactics: setting into motion an agenda that would slowly chip away at the already shaky solvency of the SSA – not outright dismantling the department all at once, but through policies that would indirectly effect the system negatively. What will you do to set the SSA on the track to regaining the trust of the American workers that the SSA would be there when they need it – as it was intended?
95. Gail: What are your plans to update the technology at SSA? How much do you see this costing?
96. Anne: What will you do to ensure that customer service levels are maintained if offices are closed and telephone access is being eliminated? How will recipients' questions be answered?
97. Margo: Will phone lines be guaranteed since so many seniors don't have computers or smart phones? Also, will you guarantee not to privatize Social Security? Will you commit that it will not be used to benefit you or anyone else in the administration personally?
98. Sarah: How do you square closing offices with a rule for in-person identity verification for claims? How do you expect a proposed 50,000 workers to manage a caseload of 73,000,000 Americans? That's nearly 1,500 people per government worker. What kind of information should beneficiaries have on hand to ensure the smoothest process for identity verification for people wanting to access their benefits? Do you think spending 3+ hours on hold to speak with a representative for assistance is acceptable? Do you agree with Elon Musk's statements that Social Security is a "Ponzi Scheme" and "an entitlement?"
99. Tim: I get really concerned every time I heard that our federal government is trying to harm our retirement program. I am not one of those people that have ever looked for a handout. I have strong work ethic but feel like, regardless of how honest and how hard I work, I am always wondering how hard the next gut punch is going to hurt me and my family. I worked as a welder and a machinist when money was not good, but I found a lot of gratification in the skill I had learned. Then, I had the opportunity to share my skills as a high school welding teacher. Which I did and went back to college to earn a bachelors' degree and teacher certification in the State of Georgia. I continued my education and

earned a master's and an education specialist degree in educational leadership. I served as the Career Technical and Agricultural Education Director for Colquitt County Schools for 7 years. I had to retire with 25 years of service to help my parents when my dad became a victim of dementia. You only get one dad and one mom, and I felt responsible to make sure he and mom got the best of care. Now I gave you an overview of me and my career to tell you this. I do have my teacher retirement, but as I am 66 and have a few months before I can collect my social security, and here we are wondering how much more will we have to sacrifice. Most Americans receiving social security need this to support a very meager lifestyle. I do not need at this point in my life to worry how much more I will have to suffer when wealthy politicians that have never had to live like I do. I wonder how bad this is going to get when I cannot go out and earn a supplement to my retirement. So, my question is, when social security becomes obsolete and people like me can't pay for medications, housing and food, what will be my return on the dollars I paid in to social security? What are you going to do to ensure that social security is not ripped from my livelihood?

100. Ken from Walker County: To my understanding Social Security is paid into by working people as an investment for their future. It is by the people for the people and owned by the people. The people have entrusted the government in power to protect their investment. Why is there an unelected business oligarch meddling in the people's 'bank'?
101. Louis and Ann: With Social Security staffing and support funding, including local offices, being severely slashed, how does the SS Administration plan to avoid abrupt discontinuations of benefits. It's all well and good if they want to diligently review individual benefits but if they're abruptly cut off with long review times what keeps people from starving to death or being kicked out of their homes?
102. Jan: Mr. Bisignano, as a 50-year contributor to Social Security through my job earnings, I would like to know what you will do, if confirmed, to ensure that ALL benefits currently available to the citizens of these United States through the Social Security Administration continue to be available without interference, interruption, or detrimental changes to benefits?
103. Russ: Mr. Frank Bisignano, given staffing budget cuts and planned local Social Security office closures, how can you assure the American people they will be able to make timely in-person appointments with the Social Security Administration?
104. Jan: Are you going to let Elon Musk and his staff touch our personal and financial information? Are you going to support cuts to Social Security? Do you have experience handling large government payment systems?

105. Janet: I have personally benefited from the Social Security Fairness Act, but my big question now is what guarantee is there that my payments will continue to arrive on time. I'm on the edge of my seat every month to see if the money is deposited in my account.
106. RH: What is the plan to get claims processed quicker and have representatives available to address concerns?
107. Carol: I am 69 years old and will turn 70 in July. At a time in my life when I should be able to enjoy my retirement, free from money concerns and the threat of discontinuance of my benefits, I am instead having to worry about all of this. My Social Security check makes up 2/3 of my monthly income. I worked very hard to save for my retirement, all my work life, and felt that, with Social Security as part of those preparations, I could afford to retire without such worries. I am one of the fortunate ones who managed to save SOME money for retirement - but millions of people have NOT been so lucky. What happens to those people? Is there some expectation those people should return to the workforce, at an elderly age, and resume working?
108. Patricia from Duluth: Can you give direct, public assurances to Georgia retirees and all Social Security recipients that our benefits will not be cut, delayed, or privatized under your leadership? What specific actions will you take to protect the program's solvency and integrity without reducing or risking earned benefits? Furthermore, will you commit to opposing any efforts to privatize, means-test, or cut Social Security benefits under your leadership, including raising the retirement age?
109. Hector: How many employees are there now, and what personnel changes are needed? Which programs need to be reduced and eliminated?
110. Bob: Can you explain how closing local offices and firing a significant number of employees is making the Social Security Administration more efficient?
111. Barbara: How can the Social Security Administration possibly take care of seniors with fewer employees and by making seniors come in person? With fewer people to respond, it will take even longer to get an appointment. What about seniors with no computer access or ability? How are you protecting the integrity and security of data when DOGE is all over it with no oversight and on personal computers? Who is going to be there to answer a question if my check doesn't show up?
112. Bernd: Do you agree with the changes that Elon Musk and Leland Dudek have made at SSA pending your confirmation? A federal judge ruled that Elon Musk and DOGE should not have access to the personal data of 73 million Americans. Do you agree or disagree? What are you going to do to keep the data collected by the SSA safe? Do you



believe that Social Security itself or the functions of the SSA should be privatized? Would you and your peers in the financial services industry benefit, if Social Security were to be privatized? What do you think is a fair and just solution to the depletion of the Social Security Trust Fund? Do you support raising the Social Security retirement age?

113. Susan: How is an elderly (89–90-year-old) recipient of hard-earned SSI benefits, who doesn't have computer skills and resides in a nursing home without the ability to drive, expected to meet in person at a field office to resolve SSI related issues? What is the expected wait time for an appointment at a field office with current staff reductions? How will SSI overcome revenue shortfalls to ensure no cuts to full payout of earned benefits if proposed tax changes are implemented to eliminate taxes on social security income? What actions are being taken to protect the privacy of my personal and sensitive data from DOGE staff that haven't been vetted and cleared to access this data with the proper controls and restrictions?
114. Phillip: What specific efficiencies are being addressed by DOGE as it relates to Social Security? What process will be followed to determine these efficiencies? Before any changes are implemented, what notice will be given to SSA employees, to the general public, and to any recipients of SSA services? What commitments are you making to the American people with respect to your directorship of SSA? What are your own independent thoughts about Social Security and how the program might be changed to improve the services it provides to American retirees? What is your position on the attitude that Elon Musk has demonstrated toward Social Security? What specific types of changes to Social Security are you in favor of? What Social Security services do you consider to be untouchable?
115. Sarah: I would like to know why DOGE has been given access to people's sensitive information, and what the SSA is doing to protect it? Also, what is the SSA doing to fix problems to the website and delays?
116. Freedman: can you guarantee I will get my check as promised on the same day of the month I have been receiving it for 9 years?
117. Mary: Are there official proposals to stop SS payments?
118. Richard: How, as an administrator, do you intend to provide better customer service for Social Security recipients when the administration is going around cutting resources. One specific area that probably should be explored is how, assuming artificial intelligence will be used more in the future to respond to more general inquiries, will Social Security be able to use the time saved there to more quickly identify and respond to individual questions and situations that are not conducive to AI.

119. Odette: Do you believe that 150-year-old people are receiving benefits, as Trump said?
120. Delores: Is there a guarantee that there will be no disruptions with social security now or in the next 3 years? Also, how will IRS response time be affected for filing income tax since Trump/Musk have fired so much of the staff?
121. John: Is the retirement age increasing for future recipients, and what will that age be?
122. Nancy from Athens: How does cutting staff and closing SSA buildings make the Social Security Administration more efficient?
123. Melinda from Snellville: Hearing that social security recipients will now have to complete an in-person verification process to continue receiving benefits (their own money), what documents would one be required to present? Residents living in rural areas need to know what to bring with them, so they're prepared to start and complete the process with one visit. Do they need an appointment or will this be a first come first served type situation? Will there be special hours to ensure the most vulnerable are seen within a timely manner? For example, recipients on dialysis or those with dementia can't be expected to hang out all day waiting to complete the process. Will there be enough staff on duty to effectively and efficiently provide quality customer service?
124. Hikari from Dacula: I'm very concerned about the reduction in services and the closing of offices. My husband and I depend upon social security. I worked years after retirement age to increase my monthly social security benefit. If we lose our social security, we will not have a roof over our heads. We would lose our medical services. We would lose our prescriptions. We would have zero income. We'd have to go on welfare. How will you ensure this does not happen?
125. Mike from Ray City: Will my Social Security money be available for me when I'm 67? I'm 59 now and would also like to know if the retirement age for my age bracket is going to remain the same or is it going to be raised?
126. Cynthia from Madison: How will SSA accommodate seniors like my mom who is 87 years old, when they have questions about their social security benefits? With fewer staff available, this will cause long wait times for some of our oldest citizens. Also, how will citizens with disabilities be accommodated, who do not have access to or the ability to use technology?
127. Nancy from Brooklet: As the new director of social security, what are you specifically going to do to protect our hard-earned money (not an entitlement) now and

ensure its long-term financial stability for future generations? The solution to the latter is quite simple, eliminate the cap on taxable income or at least substantially raise it. The rich will not miss the additional tax but it may be the difference between life and death for the average senior citizen! We demand you do something meaningful now before it's too late!

128. Brianna from Buena Vista: What measures are being taken to ensure current recipients are able to keep their monthly benefits and not experience pauses due to errors in identification verification process (false death claims, renewal process, identification process)?
129. Carolyn from Warner Robins: What would you plan to do to keep computer access, phone access, especially for people who live a distance from regional offices?
  - What would you do to keep offices open, staffed, with functioning equipment so people can actually benefit from help?
  - How many offices have you visited? Have you talked to people who are out there doing the job to get their input??
  - What would you want a SS Recipient to do if their check is late, wrong amount, cut off because they are now 'dead' when they're really alive, etc.?
130. Denise: If Social Security is to be dissolved, what are the plans for returning to me the money I have contributed into the trust fund?
131. Jennifer: Why are critical illnesses like cancer not automatically prioritized for expedited review, similar to the Compassionate Allowances program? What steps is the SSA taking to reduce the average 400+ day wait time for benefits decisions? This is specific to Georgia, but the national average is ~230 days which is absurd. What emergency financial assistance options exist for applicants who are waiting for their benefits to be approved?
  - If preventing homelessness is a national priority, why are there no protections to prevent eviction, foreclosure, or utility shutoffs for individuals awaiting Social Security benefits due to critical or other illness?
  - For those who must appeal denials, what measures are in place to ensure these cases are reviewed in a timely manner, given the additional delays?
  - Why is there no financial support or consideration for family caregivers who modify their work schedules or leave employment to care for a critically ill applicant?

- Given the long wait times, what is being done to ensure applicants receive full retroactive benefits from the date of disability onset, rather than only from the approval date?
  - What coordination efforts exist between SSA and other federal or state programs to provide temporary aid to those experiencing extreme financial distress while awaiting SSA decisions?
132. Diane from Fayetteville: I have had issues with SSA in the past, after my husband's death. It took meeting in person and numerous phone calls to get the proper payment amount due me. After several months, the correct amount was initiated, but I worry about closing down offices and restrictions on phone service. It seems like the benefits which we paid into may slip away as we will have no way to effectively communicate and will be worn down by our attempts. Is that the goal?
133. Ted from Loganville: How would you ensure the viability of SSA for future generations? Please list the steps by priority in your plan.
134. Jonathan from Milton: I would like to you to answer how you plan to keep Social Security solvent for the next few decades without drastically decreasing benefits for the millions who have paid into this system.
135. Debbie from Canton: Many elderly do not have access or have trouble negotiating a computer, so how would you provide the much-needed customer service to them when closing the field offices and stopping phone access?
136. Anna: I would specifically like to know why and how does an unelected person, Musk, could possibly have access to the people's private personal information regarding our social security?
137. Mark from Cumming: If confirmed, what will you do to ensure the SS platform is secure i.e., access, data, encryption? If confirmed what are your plans to ensure that the process(es) that currently are in place to help manage submissions, inquiries, etc. to be an easy process (i.e., being able to make calls to SS) and secure (access via the Web)? Finally, if confirmed, will you follow the constitution of the United States and if you cannot support the Constitution, will you resign?
138. Stephen from Gainesville: More than half of senior older than age 65 live on incomes of \$30,000 or less. What assurance can you give these seniors that their benefits will not be reduced, and that you will continue to protect their benefits with COLA increases? These seniors have served their country, their families, their employers and their communities. Don't they deserve service from the SSA for all their hard work? What

will you do to make sure that senior citizens will get appropriate and timely support for their benefit needs

139. India from Savannah: How can we be assured we will receive our unaltered benefits in a timely manner?
140. Karl: How will cuts to the administration side of the SSA cut fraud, abuse, and improve efficiency?
141. Patty: If confirmed, can you assure the public that DOGE team members, who have only recently been temporarily blocked from accessing sensitive information, have not already downloaded government data such as bank routing numbers, medical records and financial records onto personal hard drives or otherwise mishandled data?
142. Joan from Lithia Springs: How will Georgia SSA customers access minor or major services that are now available by phone or computer if these services are disrupted? Will SSA reduce the earned benefits of GA customers?
143. Julie: Since I depend on my social security earned benefits at this point in my life for 90% of my monthly income, timely receipt of this is extremely important to me. I am quite anxious about what has recently happened with the takeover of the Social Security Administration by this rouge agency appointed by the Trump administration. Since Social Security was already woefully understaffed and wait times intolerably long, I can't imagine how difficult, if not impossible it will be to address any issue with my benefit which might arise with further reduced staffing. How will you give us assurance about the future of our benefits?
144. Christy from Atlanta: I would like to know what is being done to ensure that the future of the Social Security program is sustainable. I would also like to know what is being done to alleviate the long wait times and poor customer service.
145. Mark from Riverdale: What will you do to secure those reaching the age of social security? Will you fight to lower the age?
146. Peter from Duluth: If Trump's plan is to stop taxing Social Security - which only helps the wealthiest recipients and will result in the program becoming insolvent even sooner - what is your plan for making sure that Social Security is still there for me when I need it to be? What about my kids, who have already started paying into the plan?
147. Marla: Will you cut Social Security? Will you reinstate people who were fired so somebody can answer the phones and be able to access information on the website? People shouldn't be waiting hours to reach someone!

148. Lauren from Sugar Hill: What is being done to safeguard social security accounts?
149. William from Hartwell: We all want to ensure that our tax dollars are used efficiently. Having said that, how does gutting the SSA staff without any deep analysis of how the SSA functions serves efficiency?
150. Joyce: My son, who has undergone multiple surgeries and was born with conditions such as Arthrogryposis and Sensorineural Hearing Loss, requires ongoing support. Despite his severe physical disabilities, the process of securing SSI benefits has been fraught with obstacles, compounded by recent loss of my husband and my own mental health struggles. My family's situation underscores the critical importance of having expert help in navigating the SSI system. For families like this, the lack of a dedicated caseworker makes the process even more challenging. I have been informed that my account is noted but lacks the guidance needed to correctly complete the necessary paperwork. This situation is not unique. Many families face similar hurdles due to staff shortages and bureaucratic complexities. An advocate or knowledgeable assistant can make a significant difference, ensuring that families receive the benefits and support they are entitled to. How will you approach your role with compassion and knowledgeable support for families like mine?
151. Thomas from Comer: For those of us who are already collecting social security are our benefits going to be affected?
152. Mary from Dawsonville: Do you agree with Mr. Lutnick that finding fraudsters should be accomplished by stopping social security payments? Do you agree with Mr. Musk that social security is a Ponzi scheme? Do you believe that social security payments should be reduced?
153. Darin from Lagrange: What steps does the Trump administration plan to take to shore up the SS trust fund? How does the Trump administration plan to ensure earned benefits are not disrupted?
154. Morris from Peachtree Corners: What is your knowledge and understanding of the funding of Social Security? What is your knowledge and experience in administering a large federal agency and in financial matters and regulations pertinent to the Social Security Act?
- Are you planning to layoff or RIF federal employees of the SSA (yes or no)? If yes, what percentage of the full-time federal workforce? What are your plants to compensate for this draconian cut of SSA employees?

- Should any person in the current administration (elected or non-elected) have access to and be able to see American's PII (Personal Identifiable Information)? If yes, what steps are you proposing to ensure that social security recipients and those paying into social security will not incur and bear the wrath of the Administration, and lose all their benefits?
155. Joseph: Can you guarantee that social security is not affected or hindered by Elon Musk's cuts to across all departments, including funding and personnel loss?
156. Bill from Peachtree Corners: Why is it even a question that Social Security is at risk from Musk/Trump's shenanigans?
157. Lynda from Atlanta: How will you protect SSA from the lawless invasion by Musk/Doge? How will you guarantee that my monthly payment will be deposited into my account as always, since I paid the money into it for 40+years?
158. Patricia from Peachtree Corners: When I wanted to switch from spousal benefits to my own when I turned 70, I was not able to do it online. I had to go into an office and wait 3 & 1/2 hours because you can't even make an appt. If SSA fires half their staff, and closes lots of local offices, how will people do this? There won't even be enough people to answer all the phone calls.
159. Marilyn from Powder Springs: What are you going to do to ensure that the Social Security Administration is fully staffed so that SSA may fulfill its statutory mandate to administer the Social Security retirement, disability, and survivors benefits to those who qualify? These are Americans who have worked for many years, paid into the Social Security Trust Funds, and must have access to real people, trained employees at SSA, who know all the program's complexities. AI will not substitute; Social Security programs are varied and complex and AI cannot do the job.
160. MJ: I lost my much beloved younger brother to cancer when he was only 47 years old. His employer offered no insurance plan. He had to apply for SS disability to help pay his bills. It was heartbreaking to see how hard it was for him to get the meager award that he was finally able to get 3 years into his terminal diagnosis and less than a year before he died. While I understand the requirement to provide evidence of his need for this income, he was repeatedly asked to provide the same stacks of paperwork. It was impossible to get the same caseworker on the phone to help so he had to explain his situation over and over again to strangers that often were completely uncaring and not helpful at all. It truly became utterly exhausting for him to have to arrange transportation (the cancer had metastasized to his brain and left him blind) and to hand deliver the same paperwork to the same local office over and over again. How will you work to find a more streamlined way

to make the application process more efficient and the approval process faster for those who are terminal?

161. Flavia: My husband and I are both over age 65 and residents of Sandy Springs. We recently tried to call the SSA just last week. When I called the recording stated my hold time was going to be over 90 minutes. I couldn't wait that long, so I hung up and tried the next day with similar results. And there was no automatic agency call back option. When my husband called the next day, the recording stated his wait time was going to be over 2 hours. Since he had to speak with someone at SSA to before applying for Medicare benefits, he stayed on hold and finally spoke to someone after 2 hours on hold! When he finally spoke to a helpful customer service representative his issue took less than 5 minutes to resolve. No one should have to endure being on hold for 2+ hours to speak with someone at any government agency in the USA. How will you improve and reduce wait times?
162. Coy from Austell: Wait times for disability determination often exceed 6 months, with appeals taking years. What concrete steps would you take to address these backlogs while maintaining program integrity?
- Many rural Georgians must travel considerable distances to reach SSA field offices. What is your plan to improve service accessibility for residents in underserved areas through technology or alternative service models?
  - The SSA has faced significant staffing challenges and employee morale issues. How would you address workforce concerns to improve both employee retention and customer service quality?
  - What specific cybersecurity measures would you prioritize to protect the sensitive personal data of millions of Americans while modernizing the SSA's aging technology infrastructure?
  - How would you ensure that Social Security's services remain accessible to vulnerable populations who may face barriers with technology, language, or disability?
  - What metrics would you use to measure success in improving the SSA's performance, and how would he ensure transparency in reporting these outcomes to the public?
163. Sandra from Savannah: Will there ever come a time when the "raise" seniors receive through Social Security will not immediately be taken away by the immediate increase in health insurance cost?



164. Richard from Smyrna: Please answer yes or no. Will you promise not to personally benefit in any way from your direct or indirect role as Commissioner for the SSA, with the exception of your own filing for SS benefits?

- Please answer in one sentence. Have you done any homework to understand how SS works and the process by which individuals file benefit claims, including the role of field offices in validating personal identification information (key in reducing potential fraud)?
- What are the top three goals (in order of priority) you would like to accomplish as SSA Commissioner?
- Would you name the top three metrics you consider best to measure SSA performance to their clients (e.g. current and future American retirees) and briefly why?
- Do you agree with or support actions by DOGE on the SSA?
- Do you believe there is significant fraud and waste in the SSA? If so, how many times has DOGE referred cases with their evidence to the SSA Inspector General (and DOJ). And if the fraud is so pervasive, why hasn't the Trump administration appointed a new permanent IG for the SSA [to replace Hannibal Ware whose acting IG role terminated on January 24, 2025]?
- If you haven't done any significant homework, nor reviewed DOGE actions, why not? In preparation for a position that directly impacts millions of Americans, wouldn't you want to hit the ground running?

165. Judy from Columbus: Will Elon Musk have access to my social security? Why would he be allowed to view my protective information?

166. James from Lagrange: I would like assurances that citizens currently receiving benefits would not have our benefits cut and that we would continue to receive cost of living adjustments. I would also like assurance that future retirees such as my daughter and grandchildren would be able to receive what they have earned.

167. Linnie from Alpharetta: What changes are being made to social security under the new administration? I am a total and permanently disabled person due to illnesses beyond my control; I am not able to work nor is my husband. Both of us are senior citizens. Like millions of other Americans, our SS is the only income that we receive. Will social security be privatized?

168. Meghan from Atlanta: Will you commit to improving the access to Social Security benefits to those Americans who have paid into the system and are eligible for benefits? If so, how? If not, why not?
169. Ivan from Johns Creek: What, if any, are your plans to reduce the lead time needed to make an appointment at an SSA office and the wait times once you are at an SSA office? While primarily the responsibility of congress, do you have any suggestions to maintain the long-term viability of current Social Security payments?
170. Jacquelyn from Milledgeville: The former Director of SSA, Martin O'Malley has publicly stated that due to massive staffing cuts, and interference from DOGE in the computer functions, that the entire system is close to a total collapse. Do you agree with Mr. O'Malley? How do you intend to correct these problems, and how long it will take to restore payments to people who rely on Social Security?
171. Anita: I am 74 and still working full time while drawing SS. My husband is younger but has stroke induced dementia. My daughter has had it rough since COVID and has not been able to find work. Due to an accident where the other person was at fault, she cannot stand for very long nor pickup heavy objects. This disqualifies her for the med tech job she trained for. So, I partially support her, too. Without both SS & my income, we would not be able to afford the prices of goods, food, shelter, etc. I do not know how long I can keep it up but if the Lord is willing, I will keep working for my family. Social Security many times is the only thing keeping seniors from being homeless or going without food. What will you do to protect Social Security and those who depend on it? Do you have any suggestions or plans to improve the system without hurting seniors?
172. Nell from Atlanta: Will you allow Elon Musk's DOGE employees to rob my mother of the Social Security money she earned by working for decades--as their current activities are making increasingly likely—and if so, how do you expect her to pay her rent?
173. Kay from Savannah: Will you commit to transparency and open communication with the public regarding the future of Social Security and how it will be protected, especially considering the increasing reliance on the program by retirees?
174. Bob: The Social Security system is a legacy system that runs on the computer language of COBOL, which is an obsolete computer language. Would you plan to migrate the Social Security system to a system that runs on a more modern computer language? And if not, what would be your plan to make sure that operators of the Social Security system stay skilled in the use of the COBOL language as personnel change out due to attrition or a Reduction in Force (RIF)?

175. Susan from Loganville: Exactly where is the personal Social Security data that DOGE and Musk copied being stored? I.e. Is this information on a computer hard drive, an external hard drive, or elsewhere? Has it been erased? Has the computer or hard drives, etc. been turned over to Congress to inspect and ensure that ALL personal Social Security data has been erased? Do you have intentions of selling our personal data to others?
176. Constituent: What protections will you put in place for seniors so they do not encumber extra expenses (such as late fees to banks and utilities) due to no fault of their own should the Social Security Administration fail to send out their checks on time? Will you prohibit companies from cutting off electricity, gas, and water if low-income seniors are unable to pay for these critical services? Will you automatically reimburse seniors who lose refrigerated or frozen foods due to power being cut off?
- If Social Security checks are delayed, how will you ensure seniors taking essential medications or requiring medical services such as dialysis or chronic disease monitoring will be able to continue receiving those medications and services without interruption? If a senior's health is seriously undermined due to late payment of Social Security, how will you handle the disruptions to that person's family and children and compensate them for losses thereby incurred?
  - Will there be a dedicated fund and assistive personnel (attorneys, social workers, home health care aids) set up to help seniors, the disabled, and child survivors receiving Social Security who are not physically or cognitively capable of "fighting their case" in person at a Social Security office should their earned benefits be interrupted or discontinued?
  - If failure to send out Social Security checks on time should cause a cascade resulting in death, who will be responsible for the funeral expenses? Who will manage probate of any property left by the deceased, and how will predatory practices be prevented in such a case?
177. Dori: We need more staff to answer questions on phones & in person. Will you provide qualified staff & not just fire without cause?
178. Sharon from Roswell: Why does Elon Musk have my personal information and how can we get Elon out of our government? My son-in-law died and left my daughter with four children. She is a nurse and barely gets by. I have helped her as much as I can. Her oldest is going into the PhD program at VA Tech. Her second son is in the Nuclear Program in the US Navy, her oldest daughter is in the US Army boot camp, and her youngest daughter is in High School. She has received SS death benefits, but only receives something for her youngest daughter now. Under Trump will this benefit continue until she graduates? Years ago, it used to be that benefits continued through college, when you

need the most help. Social Security helps to make contributing citizens. If this is taken away, or not expanded, the results could be devastating to the survivors of a parent's death. Can you work to make sure these benefits stay in place or are expanded?

179. Diane from Johns Creek: I am turning 68 in May. I was planning to wait until I was 70 to start drawing Social Security as I am still working and wanted to continue to let it grow. I was warned today by a friend that I better hurry up and register to get it started because they're threatening to cut off people that have not registered. They said something about Elon believes that if I haven't started getting it, I don't need it, or it will be harder for me to get it later, if at all. Can you confirm if this is true or not?
180. Dr. Dava from Kingsland: Like many, I am concerned about the integrity of the Social Security system as my husband and I rely on it for most of our retirement income. In the past we have been able to communicate with them via phone, electronically, and appointments at the office in Brunswick. We both worked full time for over 40 years and paid into this system. We expect the government to stand by its commitments to us and our neighbors. Can you assure us that these benefits will be available in the future?
181. Nita from Stone Mountain: Do you feel that Social Security payments are an entitlement or Ponzi scheme?
182. Betty: There are SSA workers who can accomplish more from home than in the office amidst many distractions and interruptions. Have you considered letting the SSA workers who do not need to be in the office everyday (such as those working in the Disability offices) continue to work from home at least 2 or 3 days a week? Has any consideration been given to the COST Federal workers will have to cover in driving to the office daily? I estimate \$100 per week for each worker - which is an additional \$400 per month for workers who are already dealing with high gas prices, high grocery costs, etc. And some may have to add childcare expenses to their monthly budgets. How is this helping those who are already struggling with financial burdens?
183. Hayes from Lawrenceville: How will you ensure the SSA is stronger moving forward than it has been over the last few decades? This department is under constant threat and the program is for some of our most vulnerable citizens. This is not a handout or a benefit, it is a fully guaranteed retirement program.
184. Pat: What are your qualifications for this position?
185. Carol: What options will this administration offer to older women who currently live on insufficient Social Security benefits due to their fulfilling the societal norms of the United States (in the sixties and early seventies) of staying home and raising children? We also served as room mothers and volunteers in our children's schools, leaders in boy scouts

and girl scouts and other organizations, and supporters of youth athletic programs. The "work" we did contributed to and was a benefit to society, but did not offer a financial reward or work credits toward Social Security benefits. Women often worked in the business world before their children were born and again after they were grown but never accumulated enough earnings to qualify for the higher amounts of monthly Social Security benefits. Being older now, we are already struggling to survive. What are the administration's plans for us when you cut our meager Social Security benefits? Is it food insecurity, starvation, lack of affordable healthcare, homelessness - a life of constant worry and stress? What's your plan for the mothers of America?

186. Charlie: Ultimately, will you make the SSA more efficient to meet the needs of its current recipients and those who will need its help in the future or will you slowly dismantle it to redistribute the wealth of the lower and middle class to the upper class? Is it true that every beneficiary will soon have to go to an SSA office to verify in person their eligibility to receive benefits? If so, what is the plan to make sure these offices will be able to effectively handle this additional workload?
187. Ron: What is your view of the present SS program and its administrative process? Do you plan to end any S.S. funds going to any other program or purpose other than SS?
188. David: What specific actions do you recommend to shore up Social Security and make it solvent for future generations? Are you a proponent of privatizing either a portion of or the entirety of Social Security? There has been a recent downsizing of personnel from 57,000 to 50,000. Do you believe such a staffing level is adequate? If so, how would you streamline operations to provide service that the American people need and deserve? If not, what staffing levels do you suggest? It has been said that the Social Security Administration needs technology updates. If you agree, what technology updates are required and how much would it cost? If you don't agree, why? If confirmed, what are your top 3 priorities to improve the SSA?
189. Robert: What will you propose, if anything, to prevent Social Security from defaulting on its vital payments to low-income seniors? Do you propose that Social Security be privatized? If so, how will that affect senior citizens currently receiving benefits? How can the poorest retirees survive Social Security payment cuts when they can barely pay their bills with current funding? Do you agree with President Trump that there is massive fraud in Social Security? If so, where is the proof? What happens to Social Security recipients who are physically unable to visit a SS office in order to make even minor changes to their accounts, such as changing their banks or addresses?
190. Cory from Decatur: The average American waits 233 days for an initial decision on their disability application, and a large majority are then forced into an appeals process that adds another 288 days—leaving many without income for nearly a year. During this

time, they must still cover the cost of food, shelter, and often extensive medical care. Given the human and economic toll of these delays, what specific actions will you take to reduce wait times and improve the accuracy and fairness of decisions, so that Americans are not forced into poverty while seeking the benefits to which they are rightfully entitled?

191. Nonie: What steps will you take to ensure Elon Musk does not have any access to any Social Security data or funds?
192. Latresha from Stone Mountain: Will you cut Social Security benefits for seniors? Will you cut death benefits for children who lost their parents? How can you guarantee that you will not cut Social Security benefits?
193. John: What will be done to support the great increase in homelessness and food insecurity if we don't have Social Security?
194. Pamela: How do you plan to improve the current poor/delayed customer service if the plan is to slash a huge number of SSA jobs and close offices?
195. Phillip from Decatur: Currently the average elapsed days between request for appointment and appointment is 32 days according to an Office of Inspector General Report. What is going to be done to ensure those wait times do not grow and are reduced? The average wait time to process a disability application is seven months. With reduction in staff, what is going to be done to decrease the processing time?
  - Some offices accept walk in visits and some do not. I tried to walk into the office, but I was told all appointments must be booked ahead of time. If an office does not accept walk in visits why is that information not published on a web site? Are all new employees/contractors undergoing SSA Personally Identifiable Information (PII) training? Will the public be notified of any data breaches?
196. Sandra: How is SSA going to service the public in a timely manner when they are requiring an appointment for most services? Appointment availability is days and weeks out for filing claims and applying for a social security replacement card. With the reduction in workforce, how will SSA ensure things are processed timely and correctly when they are at an all-time low for staffing, are in a hiring freeze, and losing employees due to forced termination and voluntary retirement?
  - How will you boost morale and reassure the remaining employees you are looking out for the employees and not just the public the employees serve?

- What will you do to get a better understanding of the agency, the needs of the employees, and the needs of the public before any major changes are made?
197. Wanda: I heard social security is part of a trust fund that runs out in 2035. What happens then? How will I receive funds when I retire if the trust ends in 2035, but I am contributing to it?
198. Amy: How is gutting the SSA – firing workers, closing offices, eliminating phone assistance, crashing website-to the point where timely payment of benefits is virtually impossible, not just a way to eliminate payments altogether?
199. Carolyn: What is your position on “borrowing” from the Social Security Fund. What past work experience do you think prepared you to hold and manage this position?
200. Lee: Do you believe that the Social Security administration is the guardian of the contributions made by hard working Americans over their lifetime? That these monies are the financial lifeline of millions of Americans?
201. Victoria: I have a family member who is disabled, and the majority of her income is from social security. Will social security for disabled adults be affected by cuts? With the new rules people will have to show up in person to Social Security offices to continue their benefits. With many states including Georgia closing offices this reduces access. What is the plan to serve these people?
202. Vicki from Sandy Springs: Do you understand that Social Security, contrary to the apparent attitude of the Trump administration and many other Republicans, is neither a Ponzi scheme nor an entitlement drain on the U.S. Treasury?
203. Amy: I’d like assurance that social security is going to continue to be given to all who qualify without a lot of hassle. If staff is cut back, in person activity cannot occur. How do you plan to facilitate managing questions people have about their payments?
204. Charlie, Edna, and Vera: Do you plan to keep the experienced workers at SSA so there is no brain drain and disruption of service?

205. Randall from Winterville: Given the recently downsized staffing and office closures, do you have thoughts on preventing any occasional 1- or 2-month gaps in payments? Are plans in place to modernize the computers and software (in computer years COBAL is ancient) to avoid "glitches" or similar problems?
206. Richard from Atlanta: Will you refuse to participate in any efforts to reduce or privatize or eliminate the earned benefits of retired seniors and other enrollees?
207. Michael: Do you intend to reverse the recent layoffs including the thousands of experienced field representatives? It has been bad enough trying to get things done before, with all the layoffs, what is going to be like now?
- I am in the group of older men that depends on Social Security for upwards of 90% of my income. Rest of my income is derived from a VA check I receive for service-connected health issues. I depend on my Social Security check not just for comfort, but for survival! What are your plans to ensure there are enough funds to support me and others for the remainder of our years? What cuts or changes that could jeopardize benefits do you see in the future? What steps do you plan to take in order to ensure data security? What are your plans to keep my private information and out of the reach of those who want to go fishing through the information?
208. Wanda: My greatest concern is what GURANTEE do I have that Social Security will not be dismantled, privatized and/or benefits reduced?
209. Evelyn: Will you fight for Georgia benefits or just be a yes man and be afraid to go against the higher ups in government? Will you protect our privacy regarding the database stored about our personal information?
210. Karlene from Decatur: How will you protect our personally identifiable information from DOGE? Also, will you ensure that our hard-earned mandatory contributions to OASDI (Social Security) are not usurped by this administration for some use other than the payment of retirement and/or disability benefits? Finally, what specifically will you do to ensure that the Social Security payment systems will continue to be adequately maintained and supported by qualified technical staff to ensure no interruptions occur in scheduled benefit payments?
211. Jodi: How will you protect Social Security? The government continues to cut funding for staff, access to support and access to benefits. The requirement for elderly people to have to go to an office which may be hours away is cruel when many companies



are able to provide secure transactions via the telephone. How will you reverse these charges? How will you protect Social Security which we have paid for and for many their only retirement income?

212. Staten: Since my wife and I both receive Social Security benefits after working over 40 years each, what changes in benefits and delivery can we expect under your leadership of the Social Security Administration? What changes can our adult children expect in receiving their social security benefits when they become eligible in the next few years? What changes to our grandchildren's SSI benefits can be expected?
213. Belinda: It seems remarkably like planned cruelty for an agency which serves the elderly, the disabled, people who may be infirm, people who may be poor, people who may have mobility issues, people who may have transportation difficulties, people who may lack computers or computer skills, to force them to find ways to travel, wait in long lines, wait weeks if not months for an appointment, forcing them to go without benefits while they wait. The administration claims they will not cut Social Security benefits, but how will you address "back door" cuts such as those just described?
214. Colette: Will you eliminate phone systems, which are a vital resource for older populations on SSI?
215. Susanna: My concern is that elderly and disadvantaged people may not own or cannot afford computers. There is also the issue of having computer literacy. Another point is that the closure of SSA field offices will make it necessary for people to travel longer distances, especially in rural areas. This may cause people to become discouraged, thus giving up and forfeiting their Social Security benefits. How will you prevent this from happening?
216. Mary: What are the logic and statistics that show which offices need closing and why? Most rural areas need access for face-to-face meetings for fraud prevention. Also, where is the analysis information showing the ineffectiveness of each location. We need to keep access available and accessible for those citizens most at risk, which often includes our rural citizens.
217. C.A.: I am a visible learner and therefore request answers be presented visually. Graphically show how the proposed Social Security cuts will cover the revenue short fall

incurred from the income tax cut for the wealthy and corporations in 2017 and additional cuts proposed in 2025?

218. Bennett: Why do I need to call to make an appointment? Why can't I make an appointment online? Why would I call 3 different times and receive 3 different survivor benefit amounts? Why does my benefit begin a full month after my birthday?
219. Malcom from Atlanta: Can you guarantee no reduction in both benefits and services to the recipients of social security?
220. Pattie: How will seniors who may not have access to SSA offices or be able to wait up to 6 months for an appointment be able to present ID in person to ensure that there is no fraud? This is especially important if offices will be closed or if the elder person lives in a rural area.
  - I understand there is "fat" in many federal agencies, however has DOGE actually reviewed what is needed to service our nation's senior citizens or just issued a blanket "cut X # jobs"? I hear that the savings have been "huge" but what is that amount and what is that amount supposed to be?
  - How can I be sure that I will recoup the amount that I have paid in for 49 years?
221. Kim: What solutions are you bringing to table to help make sure social security is still around for those looking to retire in the future? Are you thinking about privatizing social security? If so, why?
222. Todd: How is the cost-of-living increase calculated? I can't think of a single item that the average American purchases that was only up 2.5% last year, including Medicare.
  - This is not a question but a concern it's nearly impossible to talk to or get an appointment to talk to anybody with the Social Security department.
223. Merlinus: Are you willing to personally ensure there aren't delays in payment from DOGE cuts? Can you commit to personally guaranteeing that the elderly, widows, the disabled, orphans, and others that SSA is necessary for don't get evicted, sued, or starve because of the transgressions of DOGE?

224. Elizabeth: Will I receive a payment next month and going forward? What reasons would I need to go into SSA field office? Am I required to go into a field office to continue payments? Will benefits be secured and safe from DOGE?
225. Veronica: So, if the Trump administration should reorganize SSA, what guarantee do I have that my Social Security benefits will not be reduced? What safeguards will there be for individuals that there will not be any reduction in their monthly benefit?
226. Ben: Who will be eligible for additional Social Security payments, following the passage of the Social Security Fairness Act, and how will the enhanced benefit be calculated, as my employer, for example, paid no Social Security taxes on my behalf? Will my former employer be liable for the payment of back Social Security taxes on my behalf now that the Windfall Elimination Provision has been repealed?
227. Mary: What do you consider the function of Social Security and what is your job description as its commissioner?
228. Cedric from Gainesville: Do you support lowering SSA Benefits to give tax cuts to billionaires?
229. Kim from Cumming: Do you intend to consider privatization of Social Security, which the majority of Americans are against? Do you agree that the money paid into the system belongs to those that contributed to it, and not the government? How will you protect Social Security from the efforts of DOGE to cut it?
230. Margaret: How do you see the future of the Social Security system and the plan to keep it solvent for seniors, whose only source of income is the social security check? Do you plan to take the system private or shut it down?
231. Anastatia: Have you reached out to frontline workers and to beneficiaries to discuss their experiences and firsthand knowledge of how the system works? Do you personally know people who are dependent on Social Security?
232. Ronald from Union City: How will the SSA be considered more efficient with fewer workers if the electronic-computer systems are not upgraded? Why do those who

are millionaires call SS an entitlement program when a percentage of each workers salary contribute to it?

233. Kathy from Covington: To the millions of Americans who paid into the system, have been receiving benefits for years, only to now be told those benefits will disappear, and who have no other financial support, what do you say regarding their very real probability of becoming homeless and starving in a matter of months?
234. Daniel: Social Security benefits are necessary for me and my wife to pay our bills and buy groceries! We have paid into it all our working lives, so why are our benefits being threatened by "DOGE" and the firing of workers needed to process claims and to make sure we are getting our benefits?
235. Marsha from Atlanta: What is the plan for Americans to get important information about their benefits when thousands of SS staff are gone? What is the plan to make SS services available?
236. Frank from Stockbridge: Social security, by law, was withdrawn from our paychecks for many years. It was intended to be given back to us at ages authorized by the laws that governs social security. Therefore, social security is not an entitlement, but an investment into our senior years. You need to have a clear understanding that many constituents will be homeless if social security is removed from their fixed income. Do you believe that social security is an entitlement?
237. Patricia: I appreciate that the program might need some revamping, but are current retirees' benefits in trouble?
238. Lita from Pooler: Prior to making any more cuts to staffing, will you make sure to update the old and slow (COBOL) programs that the SSA functions on? If we're truly interested in efficiency, wouldn't updating the software, especially since Musk's team is supposed to be experts in IT, be a good idea?
239. Brittany: What are you going to do to keep from closing any Social Security offices anywhere here in the USA along with making it easier for people currently getting SSI along with Medicaid and/or Medicare to get an appointment in person to be able to approve who they are easier? What are you going to do to make it easier for people who

were kicked off getting SSI and Medicaid with or without Medicaid to be able to be reinstated sooner than later? What are you going to do about the fact that the federal government and/or state government sometimes kicks people off SSI and/or Medicaid with or without Medicaid because they were paid too much money and they cannot pay back all of that money because they are too poor to pay all of what they were overpaid by the Federal and/or state governments as far as SSI goes?

240. George: Will there be a cut in benefits and services provided through Social Security? Will the reduction in staff affect the timely delivery of Social Security benefit payments in the near future?
241. Myles: What is the plan to keep Social Security solvent, and to ensure that future Social Security payments will not be reduced?
242. David from Thomasville: Are you committed to maintaining the integrity of our Social Security System? Many of us rely on timely, consistent, and dependable monthly payments in order to supplement our retirement income. I, for one, would not be able to make ends meet without that monthly payment.
- The Social Security System cannot be used for a political battle. With so many millions of Americans contributing to and relying on the system, will you confirm that you will work to ensure our lives are not disrupted by disrupting this vital benefit?
243. Jo: If the changes made thus far make it impossible to serve the citizens now using Social Security, how do you plan to provide excellent service to both the current users and the anticipated new users of your department's services?
244. Roger from Atlanta: Do you intend to implement means testing? If so, at what level of income? How do you intend to address the changing demographics of our nation as older workers, in or on the verge of retirement, outnumber younger workers paying into the system?
245. Mary Ann from Decatur: How can social security recipients be assured that you will stand with us against attempts to dismantle and cripple social security? Can you acknowledge that recipients have worked a lifetime – more than half a century in my case – paying into a system that we were guaranteed by law would provide a return to us in retirement -- and that system needs to be protected? Can you acknowledge – unlike other members of Trump's cabinet – that millions of us need social security to live on, pay our bills and buy food and medicine? If we miss payments, we are likely to face dire

consequences. What will you do if millions of seniors are suddenly starving or homeless because of unnecessary meddling in a system that has worked well for decades?

246. Teresa: Why does it take so long for a person my age to get their disability benefits?
247. Jennifer from Valdosta: Are there any plans to improve call wait times from an unacceptable 120 minutes? How can I access my retirement benefit information in order to plan accordingly for my future?
248. Don: If confirmed, would you allow privatization of the Social Security system and/or absorb the Social Security Trust Fund?
249. Vikki: I would like to know if you continue to cut phone service and regional offices how do you plan to provide services to our elderly and disabled who for many reasons find using the Internet or appearing in person difficult or impractical? What plan will be put in place to help these people?
250. Tom from Savannah: Can you assure us that what with the changes afoot in the US Government, that SSA payments will not be reduced, and SSA communication will continue to work seamlessly for me online?
251. Andrew: Without resorting to generalities can you specifically identify the amount, type and location of any purported fraud, waste and abuse? Who is committing fraud? How much money, time or resource is being wasted? Where is the abuse? Has the depth of this so-called problem ever been investigated and quantified?
252. Ray: With the current turbulence surrounding SSA, generated primarily DOGE's efforts to root out fraud and inefficiencies, what immediate steps do you plan to take to regain leadership of SSA and restore confidence that this invaluable program will remain intact for us Americans who have earned our Social Security benefits through a lifetime of paying into the program? What specific plans do you expect to propose to Congress to enact to extend the current projected solvency of this program beyond 2033? Do you support abating Federal Income taxes on social security benefits as floated by the President and why?

253. Helen: Do you personally know anyone who is unable to buy food to eat if he/she did not have his/her social security benefit check? Many people survive on their earned social security benefits. People pay into the system all of their working life.
254. Urith: For those who have been PAYING INTO Social Security for decades (such as myself), will you treat Social Security as the INVESTMENT it is for our retirement, and not a "Ponzi scheme" or an "entitlement?"
255. Nance: How are you going to protect Social Security from the DOGE/Elon Musk actions to dismantle the system as a "Ponzi scheme"? I worked for 50 years paying into the system and realize it has problems. But to take it apart completely with no pre-work on making it better is disrespecting all of the American citizens who worked hard throughout their lives.
256. Elaine from Martinez: Would you enforce the DOGE mandate for all those receiving social security benefits to be required to reaffirm our personal information at a social security office?
257. Mark from Alpharetta: Mr. Bisignano, do you agree with Elon Musk that Social Security is "the biggest Ponzi scheme of all time"?
258. Ellen: I would like you to explain what you will do to rehire the wrongfully terminated employees to ensure seniors and disabled people continue to receive benefits. Are you willing to shore up the security of our data that has likely been compromised by DOGE? Are you willing to keep DOGE out of the systems altogether?
259. Thomas: Why should we believe that you would do anything to help guarantee that we would continue to receive our current benefits?
260. Suzanne: I read this morning that a requirement for current Social Security beneficiaries to visit an SSA office in person in order to continue receiving benefits may be enacted. With current office closures and reduced workforce to handle this, how is this requirement feasible and do you agree with it?
261. Kathleen: Why was Elon musk given access to my personal information?