

**SENSITIVE - NOT TO BE SHARED WITH PUBLIC**

Outline

Actions ▾

**Effective Dates:** 11/08/2010 – Present ([View History](#))

## **RM 10215.115 Procedures for Providing Written Notice to an SSN Applicant**

### **A. When to give written notice to an SSN applicant**

#### **1. Written notice**

Give written notice to each individual who provides a U.S. mailing address and either demonstrates an obvious intent to apply for an SSN or card or completes an SS 5, either in person or by mail, when the FO cannot give:

- an original SSN,
- a replacement SSN card, or
- a new (different) SSN because of alleged scrambled earnings.

#### **2. Situations requiring written notice**

Situations requiring written notice include, but are not limited to, situations in which the individual:

- provides no evidence of age, identity, or citizenship or immigration status,
- provides insufficient evidence of age, identity, or citizenship or immigration status, regardless of the reason,

- provides no evidence to support the issuance of a replacement SSN card beyond the yearly or lifetime limits,
- submits an SS-5 which is not properly completed, or
- does not appear for the mandatory in-person interview.

## **B. Forms to use**

As appropriate to the situation, use Form SSA L669, SSA L670, or SSA L676 (English or Spanish versions) to provide written notice.

(b) (7)(E)

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## **C. Identifying FO employee who conducted first review**

All notices must identify the FO employee who initially reviewed the application and evidence. This is necessary to assure that the individual seeking an SSN receives an independent second review, if one is requested.

## **D. FO receives an Enumeration Feedback Message (EM)**

Generally, the FO tries to resolve EMs by contacting the individual by telephone. If this is unsuccessful or impractical, make the request by mail.

However, if the FO cannot resolve the EM and has to delete the application, or 365 days elapse and the enumeration system drops the application from the system, notify the individual why the requested SSN cannot be assigned or SSN card issued. Use Form SSA-L676 (English or Spanish versions). For additional information on resolving EMs, see [RM 10270.000](#) .

## Section History

 [Prior Versions of Section](#)

