EM - Emergency Message

Identification Number: EM-20053 SEN
Intended Audience: All RCs/ARCs/ADs/FOs/TSCs/PSCs/OCO
Originating Office: DCO OPSOS
Title: Disaster Procedures – Disaster Procedures – Hurricane Zeta affecting Alabama, Georgia, Florida and Louisiana-One Time Instructions
Type: EM - Emergency Messages
Program: All Programs
Link To Reference: See Reference at the end of this EM

Effective Date: 11/04/2020

Retention Date: 04/30/2021

This emergency message (EM) informs you that the Atlanta and Dallas Regional Commissioners invoked our disaster procedures.

A. Background

The Atlanta and Dallas Regional Commissioners have invoked SSA’s disaster procedures because of Hurricane Zeta that affected Alabama, Georgia and Mississippi, and Louisiana on October 29, 2020. Some of the areas sustained extensive damage and losses. To date, there are at least six storm related fatalities and wide spread property damage.

NOTE: Due to reduced staffing levels and FO closures as explained in EM-20010 SEN REV 6-Disaster Procedures for the Coronavirus Disease 2019 (COVID-19), individuals affected in an area in which SSA invoked disaster procedures (see GN 00401.001, Disaster Management Procedures) may not be able to go into the FO. In dire need situations, offices may offer in-office appointments based on available staff and office operating status.

B. FO claims processing instructions

Follow GN 00410.000, Processing Claims and Payments in Disasters, to process survivor claims. Reproduce Exhibit 3 in GN 00410.050, Disaster Exhibits, for each
claim. Forward or fax the forms on a flow basis to the following contact:

Social Security Administration
Atlanta Regional Office
Attn: [b] (6)
61 Forsyth Street SW, [b] (6)
Atlanta, GA 30303
FAX: [b] (2)

Social Security Administration
ATTN: [b] (6)
Center for Disability and Programs Support, [b] (6)
1301 Young Street, [b] (6)
Dallas, TX 75202
FAX: [b] (2)

- All claims (survivors and disability) filed as a direct result of the disaster should be identified by coding “O29” per GN 00410.010B.2 in the last three digits of the unit code field on the DW01.

- For Title II claims, enter the disaster listing code of “499” on the MCS DECI screen.

C. SSNs for individuals affected by disaster
There is no change in policy for the evidence required by SSA to issue either an original or replacement SSN card. GN 00410.005 provides guidance for Social Security Numbers (SSNs) for individuals affected by a disaster. Eligible individuals can use the online internet Social Security Number Replacement Card (iSSNRC) application to obtain a replacement SSN card. Instructions in GN 03340.015, provide policy on alternative identity verification criteria by a number holder (NH) for access purposes. Individuals who cannot use the iSSNRC application or cannot provide sufficient evidence to obtain an SSN card via iSSNRC because the evidence was lost or destroyed in a disaster, may request an SSN Printout by phone, fax, or mail. Instructions for verifying identity for telephone, fax and mail requests are in GN 03340.015 C.2, C.3, and C.4.

Third party requests for SSN verifications require the consent of the subject individual. For consent criteria, see GN 03305.001B. If a third party, (local or state agency) requires an individual to obtain verification of his/her SSN, please follow the process below:

1. Obtain written consent from the individual (Form-SSA-3288) via fax or email.
2. Inform the individual that we will contact the requesting third party to provide verbal verification of his or her SSN.
3. Contact the third party and provide verbal verification of the NH’s name and SSN.

**Note**: The instructions in **EM-20010 SEN REV 6-Disaster Procedures for the Coronavirus Disease 2019 (COVID-19)**, affect the individual’s ability to go into a field office to obtain an SSN verification.

**D. Responding to inquiries from displaced individuals**

If you receive an inquiry from a displaced individual that did not receive his or her regularly scheduled payment from Social Security, because of severe weather or other emergencies, in most cases the individual can contact any Social Security office and request an immediate payment.

Inform callers that his or her local Social Security office is closed and that many services are available online if he or she has access to the internet. Encourage individuals to use SSA’s **Online Services** and **Automated Telephone Services** before referring callers to the FO inquiry line available on the **Field Office Locator** website.

Direct all program-related and technical questions to your Regional Office (RO) support staff or Processing Center (PC) Operations Analysis (OA) staff. RO support staff or PC OA staff may refer questions or problems to their Central Office contacts.

**References**

- **GN 00401.000** Disaster Management
- **GN 00410.000** Processing Claims and Payments in Disasters
- **GN 00410.005** SSNs for Individuals Affected by Disaster
- **GN 00410.020** Processing Payment Actions in Disasters
- **GN 00410.050** Disaster Exhibits
- **GN 00301.060** Emergency Evidentiary Procedures

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