

118TH CONGRESS  
1ST SESSION

# S. 2392

To amend title VII of the Social Security Act to provide for a single point of contact at the Social Security Administration for individuals who are victims of identity theft.

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## IN THE SENATE OF THE UNITED STATES

JULY 19, 2023

Ms. SINEMA (for herself, Mr. GRASSLEY, Mr. WYDEN, and Mr. CRAPO) introduced the following bill; which was read twice and referred to the Committee on Finance

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## A BILL

To amend title VII of the Social Security Act to provide for a single point of contact at the Social Security Administration for individuals who are victims of identity theft.

1 *Be it enacted by the Senate and House of Representa-*  
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Improving Social Secu-  
5 rity’s Service to Victims of Identity Theft Act”.

1 **SEC. 2. SINGLE POINT OF CONTACT FOR IDENTITY THEFT**  
2 **VICTIMS.**

3 (a) IN GENERAL.—Title VII of the Social Security  
4 Act (42 U.S.C. 901 et seq.) is amended by adding at the  
5 end the following:

6 **“SEC. 714. SINGLE POINT OF CONTACT FOR IDENTITY**  
7 **THEFT VICTIMS.**

8 “(a) IN GENERAL.—The Commissioner of Social Se-  
9 curity shall establish and implement procedures to ensure  
10 that any individual whose social security account number  
11 has been misused (such as to fraudulently obtain benefits  
12 under title II, VIII, or XVI of this Act, or in a manner  
13 that affects an individual’s records at the Social Security  
14 Administration, or in a manner that prompts the indi-  
15 vidual to request a new social security account number)  
16 or whose social security card has been lost in the course  
17 of transmission to the individual has a single point of con-  
18 tact at the Social Security Administration throughout the  
19 resolution of the individual’s case. The single point of con-  
20 tact shall track the individual’s case to completion and co-  
21 ordinate with other units to resolve issues as quickly as  
22 possible.

23 “(b) SINGLE POINT OF CONTACT.—

24 “(1) IN GENERAL.—For purposes of subsection  
25 (a), the single point of contact shall consist of a  
26 team or subset of specially trained employees who—

1           “(A) have the ability to coordinate with  
2           other units to resolve the issues involved in the  
3           individual’s case, and

4           “(B) shall be accountable for the case until  
5           its resolution.

6           “(2) TEAM OR SUBSET.—The employees in-  
7           cluded within the team or subset described in para-  
8           graph (1) may change as required to meet the needs  
9           of the Social Security Administration, provided that  
10          procedures have been established to—

11           “(A) ensure continuity of records and case  
12          history, and

13           “(B) notify the individual when appro-  
14          priate.”.

15          (b) EFFECTIVE DATE.—The amendment made by  
16          subsection (a) shall take effect 180 days after the date  
17          of enactment of this Act.

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