



SOCIAL SECURITY

Office of Communications

August 12, 2021

Claire Stanley
Public Policy Analyst
National Disability Rights Network (NDRN)
820 First Street NE, Suite 740
Washington, DC 20002

Clark Rachfal
Director of Advocacy and Government Affairs
American Council of the Blind
1703 North Beauregard Street, Suite 420
Alexandria, VA 22311

Dear Ms. Stanley and Mr. Rachfal:

Thank you for your August 2, 2021 letter to Royce Min regarding the continuation of Special Notice Option (SNO) notices. Mr. Min forwarded me your concerns. I would like to clarify the change that will be effective on August 14 and our efforts to inform individuals affected by the change.

The August 14 change, known as the SNO Opt-Out Initiative, will affect only those SNO customers who have directly elected to opt-out of receiving paper notices in their preferred format *after* they approve the change through their **my Social Security** account. Accordingly, if SNO customers do not affirmatively tell us that they would like to make the change offered by the SNO Opt-Out Initiative, they need do nothing further. They will continue receiving notices in their current SNO preference, including Braille, large print, follow-up telephone call, data CD, and audio CD. Furthermore, for those SNO customers who affirmatively opt out of receiving such notices through their **my Social Security** account, we will continue to mail physical copies of notices not available online in their current SNO preference.

We understand the need to communicate changes timely to our customers. In June 2021, we sent an online notification through **my Social Security** to all individuals who had already indicated they preferred electronic notices. To supplement this communication, we also sent notices to **my Social Security** users in their preferred SNO format, if they had one. In total, we sent SNO notices to 2,783 individuals to inform them of the change.

I hope this information is helpful. If you have any follow-up questions or concerns, please do not hesitate to contact Jeffrey Buckner, Associate Commissioner for Strategic and Digital Communications, at Jeffrey.Buckner@ssa.gov.

Sincerely,

/s/

Darlynda Bogle
Acting Deputy Commissioner
for Communications