



U.S. House of Representatives

COMMITTEE ON WAYS AND MEANS
1139 LONGWORTH HOUSE OFFICE BUILDING
Washington, DC 20515

July 15, 2025

The Honorable Frank J. Bisignano
Commissioner
U.S. Social Security Administration
6401 Security Boulevard
Baltimore, MD 21235

Dear Commissioner Bisignano,

We write with alarm about the unprecedented, factually incorrect email you recently sent to tens of millions of current and future Social Security beneficiaries. We urge you to immediately contact those who received this misinformation to correct the record, and to refrain from any future mass emails that appear to our constituents more like campaign messages than official communications from the Social Security Administration (SSA).

SSA has a proud tradition of being a reliable source of clear, useful information, and has spent years earning the American people's trust, in part so that it can educate vulnerable seniors to avoid phishing email and other scams.

Your July 3rd email shattered this well-earned trust.

More than 90 million people have created *mySSA* accounts to receive information about their Social Security benefits and services. Instead, you emailed account holders incorrect statements about H.R. 1 which might negatively affect their personal financial planning, in support of a partisan, controversial political agenda. As you well know, the bill does not eliminate taxes on Social Security benefits. It is, however, expected to eliminate health insurance coverage for 17 million people, force the closing of one in four long-term care facilities, reduce nutrition assistance to very poor seniors and families, and add trillions of dollars to our national debt – while providing an average tax cut of nearly \$309,000 for the wealthiest .1% of Americans in 2027. H.R. 1 does nothing to protect Social Security, despite your assertion, and if anything will weaken Social Security's revenue.

Unsurprisingly, our offices have been flooded with questions from constituents who are confused and frustrated to have received what looked to them like political spam from SSA. We know you are aware that your original email was false, because you subsequently quietly updated the most blatantly erroneous claim in a press release posted to your website. However, you have not issued a correction to the tens of millions of individuals with *mySSA* online accounts who received your email. We expect that the email will generate increased calls and questions for both

SSA and the Internal Revenue Service, at a time when both agencies are understaffed due to the Trump Administration's extreme workforce cuts.

Judging from our constituent calls, it may also lead to many workers and beneficiaries opting out of *mySSA* communications to avoid what appears as spam in the future. As you know, we are highly skeptical of your claims that thousands of trained SSA staff forced out by the Trump Administration can be fully replaced by technology, particularly for seniors, people with disabilities, and rural communities with unreliable Internet service, but misusing *mySSA* will certainly make that challenge worse.

Social Security has been the bedrock of Americans' financial security since President Franklin D. Roosevelt signed it into law nearly 90 years ago. Social Security's earned benefits help millions of seniors, people with disabilities, survivors, and their families to put food on their table, pay for rent, heat their homes, cover medical bills, and more. Social Security's importance to the American people and its approximately 70 million beneficiaries cannot be overstated, nor can the critical role SSA plays in administering this essential program.

We demand that you immediately issue a correction and an apology to the millions of current and future beneficiaries who received your inappropriate email. We also urge you to refrain from damaging SSA's hard-earned public trust by using it for political communication in the future.

Sincerely,



Richard E. Neal
Ranking Member, Committee
on Ways and Means



John B. Larson
Ranking Member,
Subcommittee on Social
Security



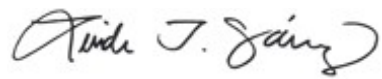
Danny K. Davis
Ranking Member,
Subcommittee on Worker and
Family Support



Lloyd Doggett
Member of Congress



Mike Thompson
Member of Congress



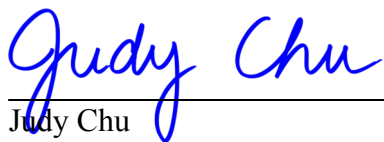
Linda T. Sánchez
Member of Congress



Terri A. Sewell
Member of Congress



Suzan K. DelBene
Member of Congress



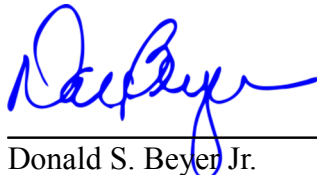
Judy Chu
Member of Congress



Gwen S. Moore
Member of Congress



Brendan F. Boyle
Member of Congress



Donald S. Beyer Jr.
Member of Congress



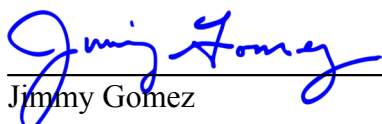
Dwight Evans
Member of Congress



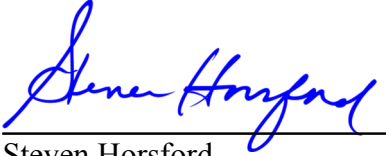
Bradley Scott Schneider
Member of Congress



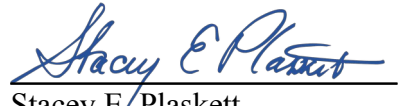
Jimmy Panetta
Member of Congress



Jimmy Gomez
Member of Congress



Steven Horsford
Member of Congress



Stacey E. Plaskett
Member of Congress



Thomas R. Suozzi
Member of Congress