

**Congress of the United States**  
**House of Representatives**  
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Michelle King  
Acting Commissioner  
Social Security Administration  
6401 Security Blvd.  
Baltimore, MD 21235

February 4, 2025

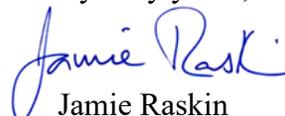
Dear Acting Commissioner King,

I write with deep concern as my office receives reports from many of my constituents regarding an outage of the U.S. Social Security Administration's (SSA) online portal, mySSA, during the morning of February 3, 2025. While this outage appears to be temporary in nature, it followed a severe breach of public trust on February 1, 2025, when unauthorized individuals reportedly accessed the U.S. Department of the Treasury's most sensitive data system, which includes the Social Security numbers of every American.<sup>1</sup>

Social Security is a foundational promise from our government to the American people that represents a financial lifeline for 72.9 million Americans.<sup>2</sup> The mySSA online portal is intended to facilitate easy access to both Social Security and Medicare benefits information—in addition to accompanying tax information—for every eligible American. Ensuring reliable access to this portal is both a critical part of upholding the public's trust in their government and fundamental to the faithful execution of the laws passed by Congress.

My constituents have been calling my office nonstop to express their fears of a disruption to their Social Security, Medicare and other earned benefits after an unelected billionaire and his unvetted staff exercised an unprecedented takeover of the U.S. government's system of payments. I write to ask that your office provide further information about this most recent reported mySSA outage, including its duration and the number of affected users, and what steps SSA is taking to prevent future unforeseen mySSA outages.

Very truly yours,



Jamie Raskin  
Member of Congress

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<sup>1</sup> <https://www.wired.com/story/elon-musk-government-young-engineers/>

<sup>2</sup> [https://www.ssa.gov/policy/docs/quickfacts/stat\\_snapshot/](https://www.ssa.gov/policy/docs/quickfacts/stat_snapshot/)