

DO NOT DELAY CALL TODAY

We are **required** by the government to obtain new verifications **when you disagree** with the amount that was obtained from the Enterprise Income Verification (EIV) system. **This pertains to all Social Security administered or SSP benefits for all household members who collect these benefits.** Check the date on your recent letter, as these documents **need to be dated within 60 days** of your recertification.

Once you receive these letters, put them into the Self-Address Stamped Envelope (SASE) provided by us and drop in the mail. Thank you in advance.

Instructions Regarding your Federal Social Security (SS), Social Security Disability Income (SSDI), and Supplemental Security Income (SSI) benefits

Social Security Verification – please request a **“Proof of Income Letter”** from SSA’s website or call the toll-free number.

- **SSA’s website**, go to <http://www.socialsecurity.gov>. From the left side bar, select “What can you do online”; select “If you get benefits”; then select **“Request a Proof of Income Letter”**. Tenants should check the box “All Benefit Information Available”; OR
- Call toll-free **1-800-772-1213**. This information is free and the tenant should receive the letter in the mail within 10 days. You will need to make a separate phone call for each person receiving benefits. It only takes 5-7 minutes per call; OR
- You can always go to the Social Security Office to **“Request a Proof of Income Letter”**, but it is much easier to call the number above.

Instructions Regarding the Massachusetts State Supplement Program (SSP).

For Benefit Verification of SSP – Recipients must call the MA Customer Service Center at **1-877-863-1128** to request a **“Benefit Verification”** form.

****Ask them to FAX it to 978-632-2043, if they can.****