

The Virgin Islands Consortium

Social Security Offices In USVI And PR To Reopen 'As Soon As Possible'; Social Security Payments Continue To Be Made

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Social Security offices in Puerto Rico and the U.S. Virgin Islands currently remain closed, however, these offices will be reopened as soon as possible, according to a release the Social Security Administration's New York Regional Public Affairs Office issued today. The agency continues to pay Social Security benefits, 99 percent by direct deposit in Puerto Rico and 98 percent in the USVI, according to the release.

The remaining beneficiaries receive paper checks by postal delivery. Incoming mail service is available to Puerto Rico and the USVI and people are receiving mail through

pickup at post offices or limited delivery. The U.S. Postal Service will hold Social Security checks for 45 days.

Residents of Puerto Rico and the USVI who wish to contact Social Security may call the toll-free number, 1-800-772-1213? (people who are deaf or hard of hearing may call Social Security's TTY number, 1-800-325-0778), to:

- apply for Social Security benefits,
- enroll in Medicare,
- update their Social Security benefit information, including address and direct deposit, and
- report non-receipt of their monthly Social Security benefit.

People who have Internet service, including cellular, may create their [my Social Security](#) account, a personalized online service, and start or change direct deposit online at: www.socialsecurity.gov/myaccount.

Through their [my Social Security](#) account, people also can check other personal information and conduct business with Social Security. If they already receive Social Security benefits and they need proof of their benefits, they can download their current Benefit Verification Letter from their account.

People not yet receiving benefits can use their online account to get a personalized *Social Security Statement*, which provides earnings information as well as estimates of future benefits. The portal also includes links to information about other online services, such as applications for retirement, disability and Medicare benefits.

?Social Security will provide updated information as more services are restored. For up-to-date information about Social Security office closings, visit www.socialsecurity.gov/agency/emergency/.