

United States Senate

WASHINGTON, DC 20510

May 14, 2025

Frank Bisignano
Commissioner
Social Security Administration
6401 Security Boulevard
Baltimore, MD 21235

Dear Commissioner Bisignano:

Due to the haphazard actions of Elon Musk and his so-called “Department of Government Efficiency,” seniors in New Hampshire are struggling with significant delays in receiving the Social Security benefits that they worked for their entire lives. I urge you to immediately reverse Elon Musk’s slow-down in Social Security benefit payments, open an investigation into Social Security payment delays, and provide transparent answers to Congress regarding how many seniors are waiting longer than they did last year for their Social Security checks.

My office has seen a significant increase in outreach from Granite Staters who are facing issues receiving the Social Security benefits that they have earned. Constituents have reported delays in receiving their checks or receiving a lower benefit amount than usual. Others have reported being unable to access their accounts and unable to reach anyone on the phone to get assistance. Most concerning is that multiple seniors have contacted my office after the Social Security Administration unilaterally suspended their benefits with little explanation and limited recourse to get assistance online or by phone. This is absolutely unacceptable.

The surge in issues faced by seniors comes as the Administration has made very clear that this Administration is deliberately trying, as part of its agenda, to make it more difficult for seniors to access their earned benefits. Elon Musk called Social Security a “Ponzi scheme” and called for cutting one-third of Social Security and Medicare.¹ Howard Lutnick, the Commerce Department Secretary, subsequently claimed that seniors waiting for Social Security checks “wouldn’t call and complain.” According to Secretary Lutnick, only fraudsters would complain about a delayed or missing Social Security payment: “a fraudster always makes the loudest noise, screaming, yelling and complaining.”²

Given the harm that Elon Musk’s actions have imposed on seniors in New Hampshire, I urge you to take immediate steps to reverse any changes at the Social Security Administration that have delayed Social Security payments to seniors and to open an investigation into the consequences of DOGE’s actions on payments to beneficiaries. Further, I ask you to answer the questions below by June 5th.

¹ Musk eyes Social Security and benefit programs for cuts while claiming widespread fraud.
<https://apnews.com/article/elon-musk-donald-trump-doge-b21b74f56f30012a6450a629e7232a1a>

² Howard Lutnick says mother-in-law wouldn’t complain about missed Social Security checks but fraudsters would.
<https://finance.yahoo.com/news/howard-lutnick-says-mother-law-104500599.html>

1. How many seniors have experienced delayed Social Security payments from January 20th, 2025, to present? Please compare this figure to the same period over each of the preceding three years.
2. What is the Social Security Administration's on-time payment rate for Social Security retirement benefits from January 20th, 2025, to present? Please compare this figure to the same period over each of the preceding three years.
3. What has been the typical Social Security payment delay-period experienced by a senior from January 20th, 2025, to present, among those seniors who are not paid their benefits on time by the Social Security Administration? Please compare this figure to the same period over each of the preceding three years.
4. What actions taken by Elon Musk and DOGE have affected systems that relate to the timely payment of Social Security benefits to seniors? Please provide a comprehensive list of these actions, the dates on which the actions took place, the affected systems, and the DOGE-affiliated individuals who carried out the actions.
5. Does the Social Security Administration collect information regarding how many seniors attempt to call the Social Security Administration for assistance but cannot reach a person for assistance? If so, please provide this figure for January 20th, 2025, to present and please compare this figure to the same period over each of the preceding three years.

Thank you for your attention to this pressing matter.

Sincerely,

A handwritten signature in blue ink that reads "Maggie Hassan". The signature is fluid and cursive, with a long horizontal stroke at the end.

Margaret Wood Hassan
United States Senator