



June 9th, 2026

The Honorable Jason Smith
Chairman
House Ways & Means Committee
8th Congressional District of Missouri
1011 Longworth House Office Building
Washington, DC 20515

The Honorable Richard Neal
Ranking Member
House Ways & Means Committee
1st Congressional District of Massachusetts
372 Cannon House Office Building
Washington, DC 20515

Dear Chairman Smith and Ranking Member Neal,

On behalf of AMAC Action, the advocacy affiliate of the Association of Mature American Citizens (AMAC), with over 2 million members nationwide, I write to express our strong support for the improvements made at the Social Security Administration under the leadership of Commissioner Frank Bisignano.

In a relatively short period of time, Commissioner Bisignano has overseen significant improvements in customer service and agency performance. Under his leadership, SSA has substantially reduced wait times on its National 800 Number, bringing average wait times down to single digits in recent months while serving more callers than in previous years. At field offices across the country, waiting times have also declined, making it easier for seniors and other beneficiaries to receive assistance when they need it.

The expansion of online access through my Social Security accounts has made it easier for Americans to manage their benefits and access important information at their convenience. These improvements have increased online engagement while freeing agency personnel to focus on individuals requiring direct assistance. AMAC Action has engaged directly with SSA to educate our members on the benefits of creating my Social Security accounts and Commissioner Bisignano's staff has been helpful in providing resources to share with our seniors across the country.

The Commissioner's focus on execution has also yielded results in addressing longstanding operational challenges. Significant progress has been made in reducing disability claim backlogs, shortening processing times, and decreasing workloads in SSA processing centers.

As advocates for seniors, we strongly support SSA's continued focus on program integrity and the protection of beneficiaries' personal information. Maintaining public trust in the administration of Social Security is essential, and efforts to safeguard sensitive data while improving service deserve recognition.

We appreciate the opportunity to share our views with the Committee and encourage continued support for efforts that strengthen service, improve efficiency, and preserve Social Security for current and future generations. AMAC Action continues to promote our [Social Security Guarantee](#) which would provide longstanding solvency and prevent scheduled automatic cuts to the program coming down the pike in just six years.

Sincerely,

A handwritten signature in black ink that reads "Rebecca Weber".

Rebecca Weber
CEO, Association of Mature American Citizens (AMAC)
Chairwoman, AMAC Action