



# 80 Trivia Questions for the 80<sup>th</sup> Anniversary

1. *What was the original name of the Social Security Act?*

- A. The Elder Care Act
- B. The Financial Security Act
- C. The Old Age Security Act
- D. The Economic Security Act**

Originally, the Social Security Act of 1935 was named the Economic Security Act, but the title was changed during Congressional consideration of the bill. Abraham Epstein first used the term “social security” in 1933 in connection with his group, the American Association for Social Security.

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2. *What year was the Social Security Act signed into law?*

- A. 1931
- B. 1935**
- C. 1942
- D. 1947

On August 14, 1935, President Roosevelt signed the Social Security Act into law, establishing a national plan to provide economic security for the nation’s workers.

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3. *In 1935, what budget was given to the newly created Social Security board?*

- A. \$0**
- B. \$50,000
- C. \$100,000
- D. \$250,000

In 1935, the newly created Social Security Board, had no budget with which to begin operations. The proposed budget for the Social Security Administration for fiscal year 2015 is \$12.5 billion.

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4. *In 1935, how many employees did the new Social Security Board have?*

- A. 0**
- B. 100
- C. 200
- D. 1,000

In 1935, the newly created Social Security Board had no staff with which to complete its work. Existing agencies donated initial employees. In 2015, the Social Security Administration has 60,000 dedicated and compassionate employees.

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5. *Who designed the original Social Security card?*

- A. Arthur J. Altmeyer
- B. Robert M. Ball
- C. Normal Rockwell
- D. Fred Happel**

Fred Happel of Albany, N.Y. designed the original Social Security card in 1936 and was paid \$60 for his work. In 1985, Mr. Happel's niece donated the original artwork to Social Security's history room in Baltimore.

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6. *Originally, where was Social Security to be permanently located?*

- A. Baltimore
- B. New York City
- C. Chicago
- D. Washington, D.C.**

Social Security opened its temporary headquarters in Baltimore in 1936. In 1941, construction was completed on what was to be the agency's permanent location in Washington, D.C. By then, however, World War II had broken out, and the building was given to the War Department. Social Security headquarters remained in Baltimore.

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7. *In 1936, how many employees did Social Security have to issue new Social Security numbers?*

- A. 100
- B. 500
- C. 2,000**
- D. 10,000

In 1936, Social Security had only 2,000 employees to issue Social Security numbers to an estimated 26 million wage earners.

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8. *In what city did Social Security open its first field office?*

- A. Washington, D.C.
- B. Austin, Texas**
- C. New York, New York
- D. Los Angeles, California

The first Social Security field office opened in Austin, Texas on October 14, 1936.

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9. *What was the numerically lowest Social Security number ever issued?*

- A. 000-00-0001
- B. 000-01-0000
- C. 001-00-0000
- D. 001-01-0001**

Grace Dorothy Owen of Concord, N.H. applied for her Social Security number on November 24, 1936. While not the first to receive a Social Security number, she received the lowest Social Security number of 001-01-0001.

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10. *What was the first Social Security number issued?*

- A. 000-00-0001
- B. 001-01-0001
- C. 036-01-1000
- D. 055-09-0001**

John David Sweeney of New Rochelle, N.Y. received the first Social Security number, 055-09-0001, on December 1, 1936.

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11. *What was the original percentage of payroll tax withholding for Social Security?*

- A. 1 percent**
- B. 2 percent
- C. 3 percent
- D. 5 percent

Payroll tax withholding for Social Security began January 1, 1937. The original Social Security contribution rates were 1 percent for the employee and 1 percent for the employer on wages up to \$3,000. In 2015, the contribution rates are 6.2 percent for both the employee and the employer on wages up to \$118,500.

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12. *Who was Social Security's first beneficiary?*

- A. President Franklin D. Roosevelt
- B. Arthur J. Altmeyer
- C. Ernest Ackerman**
- D. Robert Mitchell

In 1937, Ernest Ackerman became Social Security's first beneficiary. A nickel was withheld from his wages for the one day he worked under the new program. In return, he received a one-time, lump-sum retirement payment of 17 cents.

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13. *How many people tried to use the most-used Social Security number of all time?*

- A. 20
- B. 453
- C. 1,000
- D. 40,000**

In 1938, a wallet-manufacturing company included a sample Social Security card in each wallet. The sample card had the actual Social Security number of the company's vice president's secretary. Until the number was voided, more than 40,000 people had attempted to use that Social Security number. Twelve people were still trying to use it as late as 1977.

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14. Congress amended the Social Security Act to include survivors benefits in what year?

- A. 1937
- B. 1939**
- C. 1945
- D. 1950

The 1939 Social Security amendments established, among other things, survivors benefits and the trust funds. Social Security taxes and other income are deposited into the trust fund accounts, and Social Security benefits are paid from them.

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15. The first issued monthly Social Security retirement check was for

- A. \$22.54**
- B. \$28.13
- C. \$31.64
- D. \$36.76

On January 31, 1940, Social Security issued the first monthly retirement check in the amount of \$22.54 to Ida May Fuller of Ludlow, Vermont. Miss Fuller, a legal secretary, retired in November 1939. She paid a total of \$24.75 in Social Security taxes on her salary during the three years she worked under the program.

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16. During World War II, Social Security employees helped the war effort by volunteering as

- A. Telephone operators
- B. Convoy drivers
- C. Port Security**
- D. Couriers

During World War II, many Social Security employees volunteered in the U.S. Coast Guard Volunteer Port Security Force and stood guard on the docks and ships in Baltimore's inner harbor, where they watched for German U-boats.

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17. Who was the first commissioner of the Social Security Administration?

- A. Robert M. Ball
- B. Shirley S. Chater
- C. Arthur J. Altmeyer**
- D. John W. Tramburg

On July 16, 1946, Arthur J. Altmeyer became the first commissioner of the newly renamed Social Security Administration. He served until April 10, 1953.

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18. In what year did Social Security begin using computer systems?

- A. 1949
- B. 1956**
- C. 1962
- D. 1971

On February 27, 1956, Social Security's first electronic computer system, an IBM 705, posted earnings records, computed benefit amounts, and reinstated incorrectly reported earnings.

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19. Congress amended the Social Security Act to provide benefits for workers with disabilities in what year?

- A. 1945
- B. 1949
- C. 1956**
- D. 1964

On August 1, 1956, the Social Security Act was amended to provide monthly benefits to permanently and totally disabled workers aged 50-64; and to pay benefits to disabled children aged 18 or over of retired or deceased workers, if their disability began before age 18.

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20. Social Security field offices were first electronically connected to headquarters in what year?

- A. 1956
- B. 1961**
- C. 1968
- D. 1975

In 1961, for the first time, Social Security field offices were connected electronically to headquarters in Baltimore.

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21. Who was the longest-serving Social Security commissioner?

- A. Arthur J. Altmeyer
- B. Dorcas Hardy
- C. Gwendolyn King
- D. Robert M. Ball**

Robert M. Ball was sworn in on April 17, 1962. He resigned in April 1973 after serving for 11 years, making him the agency's longest-serving commissioner. Today, a commissioner for Social Security can serve a maximum term of six years.

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22. In what year was Medicare signed into law?

- A. 1945
- B. 1960
- C. 1962
- D. 1965**

On July 30, 1965, President Lyndon B. Johnson signed Medicare into law (H.R. 6675) to provide health insurance for the elderly. Happy 50th Anniversary, Medicare!

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23. Who were Medicare's first enrollees?

- A. President Harry S. Truman and his wife**
- B. President Lyndon B. Johnson and his wife
- C. President Dwight D. Eisenhower and his wife
- D. President Richard M. Nixon and his wife

The first enrollees in the Medicare system were former President Harry S. Truman and his wife, Bess.

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24. *How many customer call centers does Social Security have?*

- A. 1
- B. 4
- C. 29**
- D. 54

In 1969, Social Security opened the Metropolitan Answering Service, its first teleservice centers, in Washington, D.C. and Los Angeles. Now, there are 29 call centers handling 32 million calls a year.

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25. *When did the Department of Defense first begin using the Social Security number instead of a serial number to identify military personnel?*

- A. 1954
- B. 1962
- C. 1969**
- D. 1974

In 1969, the Department of Defense began using the Social Security number instead of a military service, or serial, number to identify personnel in the armed forces.

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26. *When was Supplement Security Income (SSI) established?*

- A. 1956
- B. 1963
- C. 1972**
- D. 1983

Supplemental Security Income (SSI) was established in October 1972. SSI is a federal income supplement program funded by general tax revenues and not Social Security taxes. It pays monthly benefits to people with limited income and resources who are disabled, blind, or age 65 or older. For people receiving SSI, Social Security regularly reviews a person's income, resources, and living arrangements to make sure he or she still meets the eligibility requirements.

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27. *Who was the first confirmed female Social Security commissioner?*

- A. Shirley S. Chater
- B. Dorcas Hardy**
- C. Gwendolyn King
- D. Jo Anne B. Barnhart

On June 26, 1986, Dorcas Hardy was sworn in as the Social Security Administration's first confirmed female commissioner. She served until July 31, 1989.

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28. *How many phone calls have been placed to Social Security's 800 number?*

- A. 1.3 billion
- B. 2.2 billion**
- C. 3.4 billion
- D. 4.2 billion

Social Security implemented its nationwide 800-number customer service number in October 1988. Since then, there have been more than 2.2 billion phone calls. More than 6,000 employees are currently trained to answer calls.

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29. Who was the first African-American confirmed as commissioner of Social Security?

- A. Shirley S. Chater
- B. Dorcas Hardy
- C. Gwendolyn King**
- D. Jo Anne B. Barnhart

On August 1, 1989, Gwendolyn King was the first African-American confirmed as commissioner of Social Security.

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30. In 2014, the parents of how many newborns requested Social Security numbers for their babies before leaving the hospital?

- A. 678,000
- B. 918,000
- C. 1.9 million
- D. 3.8 million**

Beginning in 1990, parents could request Social Security numbers for their newborns before leaving the hospital as part of the state birth registration process. In fiscal year 2014, Social Security assigned more than 3.8 million Social Security numbers using this process.

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31. Last year, how many visits did the Social Security homepage get?

- A. 500,000
- B. 17 million
- C. 23 million
- D. 192 million**

Social Security launched its Internet site on May 17, 1994. In fiscal year 2014, the socialsecurity.gov homepage was visited approximately 192 million times.

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32. When did the Social Security Administration regain its status as an independent agency?

- A. 1983
- B. 1995**
- C. 2000
- D. 2007

On August 15, 1994, President Clinton signed legislation (H.R. 4277) returning the Social Security Administration to an independent agency effective March 31, 1995. Social Security had most recently been under the Department of Health and Human Services.

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33. How many Social Security employees perished in the bombing of the Alfred P. Murrah building in Oklahoma City?

- A. 2
- B. 5
- C. 9
- D. 16**

On April 19, 1995, the Alfred P. Murrah Federal Building in Oklahoma City, Oklahoma was bombed, killing 168 people, including 16 Social Security employees.

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34. What online feature did Social Security launch in 1997 to improve customer service?

- A. Retirement Estimator
- B. Field office locator**
- C. *my* Social Security
- D. Internet Appeals Process

Social Security launched its online field office locator in 1997. The locator allows people to find the most convenient office location and its operating hours easily.

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35. What is the purpose of Cooperative Disability Units?

- A. To stop and prevent benefits fraud**
- B. To expedite the processing of disability claims
- C. To handle disability appeals
- D. To define what constitutes a disability for Social Security programs

In 1997, Social Security and the Office of the Inspector General's Cooperative Disability Investigations (CDI) Program launched with five units. Today, there are 28 units in 24 states and the Commonwealth of Puerto Rico. The CDI units stop fraud before it happens by investigating suspicious disability claims early, before a decision is made to award benefits.

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36. What is the topic of the most-visited Social Security web page?

- A. Replacement cards
- B. The Retirement Estimator
- C. Name changes
- D. Most popular baby names**

Beginning in 1998, Social Security has published an annual list of the most popular baby names based on the names from Social Security card applications for newborns. The page is our most popular with almost 3 million visits in 2014. In the 1990s, when the list began, the most popular boy's name was Michael and the most popular girl's name was Jessica. Our archive lists the names by year going back to 1879, when the most popular boy's name was John, and the most popular girl's name was Mary.

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37. What distinction did Social Security achieve in its information technology programs?

- A. First major federal agency to have all files in electronic format
- B. First major federal agency to have a web page
- C. First major federal agency to be Y2K compliant**
- D. First major federal agency to join social media

Social Security was the first major federal agency to achieve Y2K compliancy—ensuring our information technology was prepared for the year 2000. In fact, we were ready a full year early!

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38. What is the name of Social Security's monthly electronic newsletter?

- A. Social Security Matters
- B. Social Security Update**
- C. Social Security Speaks
- D. The Social Security Account

In February 2000, Social Security launched its monthly electronic newsletter, Social Security Update, to provide the latest agency news and information. Social Security Matters is our brand-new blog! Be sure to check it out!

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39. What year did Social Security begin allowing people to file their retirement claims online?

- A. 2000**
- B. 2001
- C. 2003
- D. 2005

In November 2000, Social Security gave people the option of filing their retirement claims online. The agency took its one-millionth online retirement claim on September 4, 2007.

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40. What service did Social Security offer right after the September 11, 2001 terrorist attack?

- A. Expediting processing of claims for people living within Manhattan
- B. Expediting processing of claims for emergency response personnel
- C. Expediting processing of claims for wounded military personnel
- D. Taking and expediting related claims for disability and survivor benefits**

In immediate response to the terrorist attack, Social Security invoked special emergency procedures to take and expedite related claims for disability and survivor benefits.

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41. In what year, did Social Security begin using electronic disability claims folders?

- A. 1967
- B. 1979
- C. 2004**
- D. 2011

In January 2004, Social Security begins using an electronic disability claims folder, replacing paper records, improving the disability process, and eliminating the incidence of lost folders.

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42. Signed by President Bush in 2004, House Resolution 1731 sought to address the crime of

- A. Hacking
- B. Loan fraud
- C. Identity Theft**
- D. Ponzi schemes

On July 15, 2004, President Bush signed H.R. 1731, The Identity Theft Penalty Enhancement Act. The Act imposes criminal penalties for theft of another person's identity, including for purposes of obtaining Social Security-related benefits.

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43. What percentage of retirement claims are filed now online?

- A. About 25 percent
- B. Almost 34 percent
- C. More than 50 percent**
- D. Almost 100 percent

The first baby boomer, who was born one second after midnight January 1, 1946, filed her claim for Social Security retirement benefits online on October 15, 2007. Today, more than half of all retirement claims are filed online!

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44. What online Social Security tool was used more than 4.6 million times in 2014?

- A. Retirement Estimator
- B. Field office locator
- C. **my Social Security**
- D. iAppeals

Social Security's launched its new online Retirement Estimator July 21, 2008. In fiscal year 2014, the Estimator was used more than 4.6 million times.

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45. What Social Security program expedites the processing of disability claims and benefits for someone with a condition that obviously meets the agency's standard of disability?

- A. Clear and Present Disability Program
- B. Exceptional Case Program
- C. **Compassionate Allowances**
- D. Medically Expedited Condition Program

On October 27, 2008, Social Security announced the national rollout of the Compassionate Allowances initiative—a way to expedite the processing of disability claims and payment of benefits for applicants whose medical conditions are so severe that their conditions obviously meet Social Security's standards. Social Security launches this expedited decision process with 50 conditions listed. Today, there are 225 conditions covered by the Compassionate Allowances initiative.

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46. In what year did Social Security "get hip" by joining social media?

- A. 2002
- B. 2009
- C. **2010**
- D. 2012

Social Security began using social media on March 19, 2010. The agency joined Facebook and Twitter to instantly update and interact with the public. We also recently launched our new blog...Social Security Matters!

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47. What new online feature did Social Security begin offering in July 2000?

- A. Replacement Social Security cards
- B. **Replacement Medicare cards**
- C. Online Social Security Statements
- D. Internet Appeals Process

Beginning in July 2000, people could apply for a replacement Medicare card online.

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48. In October 2007, Social Security started using a redesigned Social Security card. Why?

- A. To save money in printing them
- B. To be more environmentally friendly
- C. So they would last longer
- D. **To deter counterfeiting**

In October 2007, Social Security started using a redesigned version of the Social Security card with enhanced features to deter counterfeiting.

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49. In what year did Social Security stop issuing checks for benefits?

- A. 2002
- B. 2008
- C. 2009
- D. 2011**

As of May 1, 2011, with limited exceptions, paper checks are no longer a payment option for those applying for federal benefits.

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50. Which set of digits in a Social Security number was also called the “area number?”

- A. The first three digits
- B. The middle two digits**
- C. The last four digits
- D. None of the above

On June 25, 2011, Social Security changed how it issued new Social Security numbers. The shift to random assignment means that the area number (the first three digits) no longer had any geographical significance to where someone applied for his or her original SSN.

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51. When did Social Security begin offering Spanish online services?

- A. 2004
- B. 2007
- C. 2010**
- D. 2013

On December 13, 2010, Social Security launched its first Spanish Online Service—the Retirement Estimator. In 2011, TV superstar Don Francisco announced the ability to file online retirement and Medicare applications in Spanish.

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52. To what group did Social Security begin offering expedited disability application services in 2012?

- A. Wounded warriors**
- B. People who are blind or sight impaired
- C. People who are deaf or hard of hearing
- D. People with mobility issues

On April 30, 2012, Social Security and the Department of Defense implemented an expedited disability application process for wounded warriors.

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53. What service, launched in 2012, gives workers access to their personal Social Security Statement?

- A. Retirement Estimator
- B. Field office locator
- C. my Social Security**
- D. Internet Appeals Process

In May 2012, Social Security launched **my Social Security**, an online account allowing workers to access their personalized *Social Security Statement* to verify their earnings and view estimates of future benefits. People receiving benefits can also manage their benefits. As of April 2015, more than 18 million people have registered for **my Social Security**.

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54. As of 2013, some Supplemental Security Income recipients can now report wages via

- A. Telephone
- B. Video teleconference
- C. Email
- D. Mobile App**

On May 6, 2013, Social Security launched a mobile app, enabling people receiving Supplemental Security Income (SSI) to report their monthly wages using smartphones or tablets.

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55. In 2013, Social Security began processing claims to widow(er)s of

- A. Veterans
- B. Same-sex spouses**
- C. Railroad workers
- D. Homeless beneficiaries

On December 16, 2013, Social Security began processing some widows' and widowers' claims filed by surviving members of same-sex marriages and paying benefits where they are due, as well as paying some one-time lump sum death benefit claims to surviving same-sex spouses.

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56. How many possible combinations does the 9-digit Social Security number have?

- A. 650 million
- B. 724 million
- C. 876 million
- D. 1 billion**

Social Security has issued more than 453 million different Social Security numbers. There are about one billion possible combinations of the Social Security number—giving us enough new numbers for future generations.

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57. True or false: Social Security numbers are reassigned after a number holder's death.

- A. True
- B. False**

False. Social Security numbers aren't reassigned after a number holder's death.

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58. How much money has Social Security paid in benefits?

- A. \$125 million
- B. \$40 billion
- C. \$15.2 trillion**
- D. \$92 trillion

Since it began in 1935, Social Security has collected \$18.0 trillion (largely from Social Security taxes paid by workers and employers) and paid out \$15.2 trillion in benefits and administrative costs.

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59. *How many field offices does Social Security operate?*

- A. 175
- B. 450
- C. 1,230**
- D. 5,012

In 1937, Social Security operated 175 field offices. Today, there are approximately 1,230 Social Security offices providing world-class customer service.

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60. *In 2014, how many requests for review did Social Security's Appeals Council process?*

- A. 45,000
- B. 97,000
- C. 160,000**
- D. 190,000

On March 1, 1940, the Social Security's Appeals Council was established to oversee the hearings and appeals process. In 2014, it processed more than 160,000 requests for review of less than fully favorable decisions.

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61. *How many calls are handled each year by Social Security's automated telephone service?*

- A. 245,000
- B. 2.7 million
- C. 4.5 million
- D. 5 million**

Automated telephone services annually handle five million calls made to the national 800 number.

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62. *How many W-2s did Social Security process last year?*

- A. 16 million
- B. 38 million
- C. 231 million**
- D. 490 million

In fiscal year 2014, Social Security processed almost 204 million W-2 forms electronically and another 27 million manually.

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63. *How much money did the Cooperative Disability Investigations Program save the disability program in fiscal year 2012?*

- A. \$16.5 million
- B. \$55 million
- C. \$81 million
- D. \$340 million**

In fiscal year 2012, with the help of state and local law enforcement, the Cooperative Disability Investigations Program (CDI) reported nearly \$340 million in projected savings to the disability program. These savings resulted in a return on investment of \$17 for each \$1 spent.

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64. *How many cases does Social Security's Office of the Inspector General (OIG) close each year?*

- A. 42
- B. 1,935
- C. 2,046
- D. 8,000**

Special agents in Social Security's OIG close about 8,000 cases every year, leading to hundreds of millions of dollars in recoveries, restitution, and projected Social Security savings.

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65. *How many Americans are kept out of poverty by Social Security benefits?*

- A. 430,000
- B. 14 million
- C. 22 million**
- D. 29 million

Social Security is America's most effective poverty prevention program. It keeps 22 million Americans out of poverty, including more than 1 million children, nearly 15 million seniors, and 6 million adults younger than 65.

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66. *For 1 in 3 of its elderly beneficiaries, Social Security provides what percent of their income?*

- A. 65 percent
- B. 75 percent
- C. 80 percent
- D. 90 percent or more**

For 1 in 3, Social Security is all, or almost all (90 percent or more), of his or her income. Two in three elderly beneficiaries rely on Social Security for half or more of their total income.

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67. *How many children receive part of their family income from Social Security?*

- A. Almost 2 million
- B. Almost 4 million
- C. Nearly 7 million**
- D. About 9 million

Nearly seven million children receive part of their family income from Social Security. Many receive benefits as children of deceased or disabled parents. Others live with grandparents or other relatives who receive Social Security.

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68. *How many veterans receive Social Security disability benefits?*

- A. 500,000
- B. 613,000
- C. Nearly 1 million**
- D. More than 4 million

Nearly one million veterans receive Social Security disability benefits. Veterans account for one of every nine who receive these benefits.

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69. What percent of Social Security's funds goes to pay for administrative costs?

- A. 1 percent**
- B. 5 percent
- C. 8 percent
- D. 11 percent

Of every dollar Social Security pays out, only one penny goes for administering the program—its employees, technology, and field offices. The other 99 cents goes toward the payment of retirement, disability, or survivors benefits to 59 million Americans.

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70. True or false: The Social Security Administration has always assigned Social Security numbers.

- A. True
- B. False**

In 1936, the U.S. Postal Service distributes and assigns the first batch of Social Security numbers through its 45,000 local post offices around the country.

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71. In customer satisfaction surveys, clients rate our employees very high in

- A. Courtesy and helpfulness
- B. Job knowledge
- C. Clarity of explanations
- D. All of the above**

In customer satisfaction surveys, the public routinely rates our employees very high for their courtesy, job knowledge, helpfulness, and the clarity of the explanations they provide.

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72. True or false: Five of the six top-ranked federal websites belong to Social Security.

- A. True**
- B. False

True! For 2014, the ForeSee E-government Satisfaction Index reported that of the 100 top-ranked federal sites, five of the top six belong to Social Security.

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73. How much is the average monthly disability benefit Social Security paid at the beginning of 2015?

- A. \$874
- B. \$983
- C. \$1,165**
- D. \$1,887

At the beginning of 2015, Social Security paid an average monthly disability benefit of \$1,165. That's barely enough to keep a beneficiary above the 2014 poverty level (\$11,670 annually). Even these modest payments make a difference in the lives of people who can no longer work by helping them meet the basic needs for themselves and their families.

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74. *How many visitors did Social Security's online FAQs have last year?*

- A. About 1.9 million
- B. Almost 5 million
- C. About 7.4 million
- D. More than 28 million**

In fiscal year 2014, the Social Security online frequently asked questions had more than 28 million visitors.

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75. *John David Sweeney was assigned the first Social Security record. How much did he receive in benefits?*

- A. \$0.00**
- B. 5 cents
- C. 17 cents
- D. \$89.17

When Sweeney died of a heart attack in 1974 at the age of 61, he'd never received Social Security benefits. His widow, however, received benefits based on his work record until her death in 1982.

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76. *Last year, Social Security's Office of the General Counsel defended the agency's decisions on 10,090 disability cases. How much money did they save Social Security?*

- A. \$13.8 million
- B. \$68.9 million
- C. \$287 million
- D. \$2.16 billion**

In fiscal year 2014, Social Security's Office of the General Counsel successfully defended the agency's decisions on 10,090 disability cases in federal district court, saving \$2.16 billion.

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77. *What program of collaboration among Social Security and federal, state, and local agencies saved the government more than \$4 million dollars last year?*

- A. Transparent communications
- B. Electronic exchange of data**
- C. Team file sharing
- D. Partnership for policy

The electronic exchange of data allows for greater efficiency and accuracy and prevents improper payments.

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78. *What new technology has allowed Social Security to improve its appeal hearings service?*

- A. Videoconference**
- B. Email
- C. Mobile apps
- D. Facebook

Social Security has held more than one million appeal hearings since 2004 using videoconferencing. Videoconferencing allows Social Security to avoid hearings postponements and allows us to move pending hearing requests to offices able to schedule hearings more quickly.

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79. *How many cases does Social Security's Office of Disability, Adjudication and Review process each year?*

- A. Almost 20,000**
- B. About 100,000
- C. 457,000
- D. More than 600,000

Social Security's Office of Disability, Adjudication and Review processes more than 600,000 cases each year...the most of any administrative judicial system in the world.

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80. *What's the smallest lump-sum payment ever made for a Social Security retirement benefit?*

- A. 5 cents**
- B. \$3.00
- C. \$14.07
- D. \$19.35

The smallest lump-sum payment ever made for Social Security retirement benefits is 5 cents.

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