

SOCIAL SECURITY WAR ROOM

An investigation by Senator Elizabeth Warren’s staff for the Social Security War Room revealed that Social Security Administration (SSA) officials — including Commissioner Frank Bisignano — appear to have been making false claims about call wait times. The SSA has claimed that wait times are as low as 12 minutes. But this Social Security War Room investigation, consisting of a survey of over 50 phone calls, revealed that wait times were much longer — if calls were answered at all.

Key Conclusions:

- More than 50% of calls to SSA were never answered by a human. The majority of calls ended when the caller was placed on hold and then dropped by SSA, leaving the caller without assistance.
- For calls that were answered, the average wait time was 102 minutes — 8.5x higher than the SSA’s claims.
- Many calls were even longer. Of calls that were answered, 32% had wait times exceeding two hours.

	Wait Time (Mins.)	Result of Call
June 12, 2025		
9:00 AM	49	Call Answered
10:00 AM	80	Call Answered
11:00 AM	10	Call Dropped by SSA
12:00 PM	90	Call Dropped by SSA
1:00 PM	135	Call Answered
2:00 PM	25	Call Dropped by SSA
3:00 PM	143	Caller Hung Up Due to Long Wait Time
4:00 PM	105	Caller Hung Up Due to Long Wait Time
5:00 PM	45	Caller Hung Up Due to Long Wait Time
June 13, 2025		
9:00 AM	50	Call Answered
10:00 AM	67	Call Answered
11:00 AM	104	Call Answered
12:00 PM	127	Call Dropped by SSA

1:00 PM	143	Call Answered
2:00 PM	54	Call Dropped by SSA
3:00 PM	120	Caller Hung Up Due to Long Wait Time
4:00 PM	53	Caller Hung Up Due to Long Wait Time
June 16, 2025		
9:00 AM	83	Call Answered
10:00 AM	110	Call Answered
11:00 AM	143	Call Answered
12:00 PM	192	Call Answered
1:00 PM	192	Call Answered
2:00 PM	181	Caller Hung Up Due to Long Wait Time
3:00 PM	0*	Call Dropped by SSA
4:00 PM	0*	Call Dropped by SSA
5:00 PM	11	Call Dropped by SSA
June 17, 2025		
9:00 AM	60	Call Answered
10:00 AM	97	Call Answered
11:00 AM	151	Call Answered
12:00 PM	15	Call Dropped by SSA
2:00 PM	0*	Call Dropped by SSA
3:00 PM	181	Caller Hung Up Due to Long Wait Time
4:00 PM	60	Caller Hung Up Due to Long Wait Time
5:00 PM	14	Call Dropped by SSA
June 18, 2025		
9:00 AM	52	Call Answered
10:00 AM	25	Call Dropped by SSA
11:00 AM	87	Call Answered
12:00 PM	54	Call Dropped by SSA
1:00 PM	25	Call Dropped by SSA
2:00 PM	16	Call Dropped by SSA
3:00 PM	17	Call Dropped by SSA
4:00 PM	153	Caller Hung Up Due to Long Wait Time
5:00 PM	2	Call Dropped by SSA
June 20, 2025		
9:00 AM	64	Call Answered
10:00 AM	84	Call Answered
11:00 AM	7	Call Dropped by SSA
12:00 PM	20	Call Dropped by SSA
1:00 PM	30	Call Dropped by SSA
2:00 PM	6	Call Dropped by SSA

3:00 PM	2	Call Dropped by SSA
4:00 PM	4	Call Dropped by SSA

* Indicates that the call was dropped immediately by SSA, with no option to wait on the line.