

IN WAKE OF HARVEY, POST OFFICE OFFERS ALTERNATIVE PICK UP SITES FOR SOCIAL SECURITY CHECKS

WASHINGTON - The Social Security Administration and the Postal Service announced Thursday that they are making special arrangements to get benefits to people affected by Hurricane Harvey.

Given that many Social Security and Supplemental Security Income (SSI) payments are scheduled for Friday, displaced residents who normally get their checks in the mail will be able to retrieve them at various post office locations.

Hurricane Harvey's impact on the Gulf Coast resulted in the temporary suspension of mail delivery service, as well as the closure of some postal facilities in the Houston area.

In order to aid residents relying on Social Security benefits, the Postal Service is making available a list of post office locations, by ZIP Code, where checks will be made available for pick-up beginning Friday. People must have proper identification to receive their check.

The list is available here: about.usps.com/news/state-releases/tx/tx.htm

For recipients in the affected areas who receive their payment through a Direct Express card, fees will be waived, even if they have evacuated out of the area. Payments will be posted to Direct Express cards on Friday, September 1.

People may contact Direct Express at 1-888-741-1115.

Nearly all payments issued by direct deposit are expected to arrive as scheduled. Officials said if a person's payment is delayed, they should contact their financial institution.

For those whose financial institutions are not operating, Social Security has established three emergency payment locations in Texas where Social Security and SSI beneficiaries may request an immediate payment in person if they cannot receive their regular payment. The locations and hours are:

Friday, September 1, and Saturday, September 2:

Houston: NRG Center
2 NRG Park, Houston, TX 77054
From 9:00 AM - 4:00 PM

Dallas: Kay Bailey Hutchison Dallas Convention Center
650 S. Griffin Street, Dallas, TX 75202
From 9:00 AM - 4:30 PM

Austin: Tony Burger Center
3200 Jones Road, Austin, TX 78745
From 9:30 AM - 3:00 PM

For people who cannot receive their regularly scheduled Social Security payment as a result of Hurricane Harvey, in most cases they can go to any open Social Security office and request an immediate payment. A list of offices that are currently closed, as well as additional information for the public, is available at www.socialsecurity.gov/emergency.

To find the nearest open Social Security office outside of the affected areas, call 1-800-772-1213 (TTY 1-800-325-0778) or go to www.socialsecurity.gov/locator.

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