How To Contact Social Security in Italy

Do You Need An Appointment?

Do you want to apply for Retirement Benefits?

You can call the Federal Benefits Unit at the American Consulate General in Naples and request all services available in Italy concerning all types of federal benefits, including SSA, VA, OPM and Railroad!

There are lots of things you can do also online (right now!) through our web site: (www.socialsecurity.gov). You can:

* Check the status of your application (ask for this when you apply for benefits!);
* Find out what benefits you can apply for;
* Estimate your future benefits;
* Request a Social Security Statement;
* Get a replacement Medicare card;
* Request a Proof of Income letter;
* Get a Form 1099/1042 (SSA Ben.Statem.).

Also visit the Retirement Estimator webpage to find information on benefits you can expect to receive based upon contributions to Social Security.

You can also apply for a Social Security number or a replacement card very easily. The offices in Rome and Naples are now able to issue a number in one day (see Social Security Number information box below).

By Phone

The Federal Benefits Unit in Naples operates from 08 AM to 12 noon, Monday to Friday. You can call 081-5838111 (Consulate Operator) or contact directly our FBU employees by calling the numbers below depending on the name of the claimant. (You will receive a better service by establishing a contact with a single employee who will answer ALL questions and follow your claim from A to Z, without being directed to other offices).

If you have a touch-tone phone, recorded information is available 24 hours a day, including weekends and holidays. Please have your Social Security number handy when you call us.

By Mail

If you have a problem or question, you should contact the FBU in Naples four (4) months before reaching your full retirement age, or whenever you want to start receiving your benefits if you apply for reduced

Do you want to apply for Retirement Benefits?

Contact now the FBU in Naples and you will start receiving your payments sooner than you think, and directly into your bank account in Italy (Electronic Fund Transfer) without wasting time or losing money for unnecessary bank transitions.

IMPORTANT: The full retirement age is increasing

Check your year of birth to determine your full retirement age:

- 1937 or earlier: Age 65
- 1938: 65 and 2 months
- 1939: 65 and 4 months
- 1940: 65 and 6 months
- 1941: 65 and 8 months
- 1942: 65 and 10 months
- 1943-1954: 66 years
- 1955: 66 and 2 months
- 1956: 66 and 4 months
- 1957: 66 and 6 months
- 1958: 66 and 8 months
- 1959: 66 and 10 months
- 1960 and later: 67 years

Note: Persons born on January 1 of any year should refer to the previous year.

You can contact the FBU in Naples four (4) months before reaching your full retirement age, or whenever you want to start receiving your benefits if you apply for reduced
first try our direct phone numbers. If you need to contact our office by mail, or when returning forms and documents, you can use the following address:
American Consulate General, Federal Benefit Unit (FBU), Piazza della Repubblica, 80122 Naples

Thinking of visiting us in person?
As we all understand, these are difficult times for all of us, and therefore, for security and practical reasons it may not be advisable to visit our offices in person. We are trying to provide all available services via mail and by phone. This will avoid unnecessary travel and hardship to our customers.

You can help by making your first contact by phone. We will advise if you or the person needing service must visit the FBU for an interview, if necessary.

IMPORTANT: Social Security business can also be transacted in the American Embassy in Rome for customers who do not live in the following Italian regions: Campania, Basilicata, Puglia, Calabria and Sicilia.

These customers should contact the FBU in Rome by calling 06-46742326 or writing to:
American Embassy, Social Security Office (FBU), Via Veneto 121, 00187 Roma.

Send Your Questions/ Complaints/ Suggestions/
Have a question or need general information?
Call us or visit our web site. If you can't find an answer to your questions at our Frequently Asked Questions you can ask your question directly by contacting the Federal Benefits Unit in Naples.

Have a complaint?
Although we try at all times to provide the highest quality service, we know that sometimes we fall short. Help us identify areas where we can improve, by expressing your concerns in writing.

Have a suggestion?
We're always interested in learning how we can better serve you! Share your good ideas with us.

DIRECT CALL SERVICE
Use the following chart to determine what number you can call in Naples for immediate service:

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SOCIAL SECURITY NUMBER INFORMATION
We also process applications for Social Security Number Cards. The applicant must apply in person (over 12 years of age) and bring proof of age, citizenship and identity. Usually a birth certificate will suffice for proof of age and citizenship, and will also suffice for the passport section at the Consulate to issue a certificate verifying age and citizenship. An identity card, driver's license or passport is accepted, among other identification documents, as proof of identity.