

Federal Benefits Unit (FBU)

If you reside in Australia and have questions regarding services provided by the Social Security Administration (SSA), you must contact the SSA Federal Benefits Unit (FBU) located in the Philippines. The Federal Benefits Unit will respond to your inquiry within five (5) business days. Please do not follow-up on your inquiry unless you have not received a response after five (5) business days.

Apply Online for Benefits – it is fast and easy!

You can apply for the following benefits online:

1. Retirement at <http://www.ssa.gov/planners/about.htm>
2. Disability at <http://www.socialsecurity.gov/applyfordisability>
3. Medicare Only at <http://www.ssa.gov/medicareonly>

At this time, no other online services are available outside the United States.

The online hours of operation are:

- Weekdays 5 AM - 1 AM Eastern Time (ET)
- Saturday 5 AM - 11 PM ET
- Sunday 8 AM - 11:30 PM ET
- [Holidays](#) 5 AM - 1 AM ET

Form SSA-7161-OCR-SM or Form SSA-7162-OCR-SM (Report to the United States Social Security Administration)

The form is sent from Wilkes-Barre, PA and must be completed regularly by all beneficiaries or their representative payees.

- Beneficiaries with addresses in Australia, Hong Kong, Japan, New Zealand, or APO/FPO/DPO receive the form every two years.
- Beneficiaries in countries not mentioned above, and all beneficiaries who have a representative payee, receive the form every year.

The form is mailed beginning May 15th and a follow-up letter is mailed beginning September 15th. If the completed form is not received in Wilkes-Barre, PA by the end of the year, benefits are suspended beginning with the February payment of the following year.

To avoid the suspension of your benefits, complete the form as soon as you receive it, and mail it back to Wilkes-Barre, PA using the enclosed business reply envelope. Do not submit the completed form to the Federal Benefits Unit in Manila or to a U.S. Embassy/Consulate.

IMPORTANT: If you do not receive the form by November, contact us right away.

Sincerely,

Social Security Administration – Federal Benefits Unit

Embassy of the United States of America, Manila, Philippines

Tel: [\(+ 63 2\) 301-2000 ext. 9](tel:+6323012000) | Tel from Australia: [1- 800-750-030](tel:1800750030)

<http://manila.usembassy.gov>

Find us online at www.ssa.gov