

Date: September 30, 2025 To: Yingyu Hobbs, manager Mountain View SSA
From: Robert Kiraly aka The Old Coder Cc: Andrea Galina, supervisor Mountain View SSA
Subject: SSA Congressional Unit

Ms. Hobbs, good day.

You have my sympathy related to the pending Federal shutdown as that will complicate things for you. It has been 9 months, though, and if you aren't furloughed, a reflective response to the following will be appropriate.

I've been advised by a senior Social Security agent to direct concerns related to non-response by you to the Social Security Congressional Unit. This step is separate from communication with Area Director. The Congressional Unit communicates with Area Director, but this isn't redundant because they have the option of communicating with higher levels if necessary.

It's requested that you not continue to instruct me to "go to the window at Mountain View".

As technical points, I'm not located close to Mountain View, I'm physically disabled, and I'm only able to travel to the area periodically. The street address that Social Security uses to assign field office is mailing address, not physical address. As an experienced manager, you're aware of this.

More importantly, and this is the point that might need to go to Area Director and/or Congressional Unit, the current matter is a matter for you personally until there is agreement on procedure. Furthermore, you agreed months ago to discuss the matter and you even gave me your phone extension. But the extension seems to have changed and the phone system no longer permits direct calls to Mountain View regardless. You've also never responded even once to voicemail messages.

You're aware that I was threatened by a member of your staff who used the name "Joe". He called me out of the blue to berate me and to threaten me without cause. This was definitely a member of your staff and not an outside phisher or such person. It appears that "Joe" followed through on the threat. Additionally, a related point that you made in a recent attempted voicemail message is incorrect.

You said that collection of alleged debts had been suspended. That isn't true. Look at the records, Ma'am. There was an alleged overpayment from 2024 that never existed. Look at the records and you'll see that no payment was made either in or for 2024. Collection of that non-existent overpayment may have been suspended. However, the collection of overpayments from 2023, the issue that "Joe" in your office threatened me about, has **not** been suspended.

I understand that it might take a year for my Form 861 to be read. The national situation is what it is. However, if collections were supposed to be suspended in the interim, that has not happened. Your statement regarding suspension of collections needs to be corrected.

Please read and, respectfully, internalize the preceding. I've shown you and staff members, even "Joe" who had threatened me, respect from the start 9 months ago in early December 2024. If possible, show respect in return. It wasn't late December 2024, by the way; the records are incorrect.

Multiple Social Security agents have confirmed that, under the circumstances, direct communication with you isn't inappropriate or even impolite. I'm working within the system and addressing a serious issue, that of an unsolicited phone call and threat made by a member of your office. I respectfully request that polite and respectful communication from your side take place.

As a related note, I don't have voicemail fully set up. What you attempted to say in voicemail recently was incorrect regardless. It will be advisable to communicate by other means. Options include SMS text messages, email, scheduled phone calls, and/or a three-way scheduled video conference with Area Director or Congressional Unit.

Non-response or a negative or threatening response from your side will need to be discussed with Congressional Unit. If proof of delivery of this document is possible, that will be filed and posted online. Understand that I'd like the discussion to be as amicable as possible. However, things do need to move forward after 9 months.

Regards, Robert (the Old Coder)