

## **VII. Duration of User Agreement, Suspension of Services, and Waiver of Right to Judicial Review**

### **B. Suspension of Services**

1. Suspension of eCBSV services by SSA is a temporary action for a designated period until certain requirements are met or rectified. Suspension is immediate upon notice by SSA. SSA will send a notice of suspension to the Permitted Entity via email with the specific reason(s) for the suspension, and the suspension remains in effect until lifted by SSA.
2. If the Financial Institution serviced by the Permitted Entity, if any, is suspended, the Financial Institution is prohibited from submitting SSN Verification requests through another permitted entity during the period of suspension.
3. Noncompliance with this user agreement, including with the declarations set forth in the Permitted Entity Certification of this user agreement (Exhibit A), or the Banking Bill, is grounds for suspension of eCBSV services at the sole discretion of SSA.
4. If the Permitted Entity disputes SSA's decision to suspend its access, the Permitted Entity may elect to write a letter to SSA specifying the reasons for contesting the suspension. Such letters must be sent via e-mail to [eCBSV@ssa.gov](mailto:eCBSV@ssa.gov) and must be received by SSA within 30 calendar days from the date that SSA transmitted the notice of suspension to the Permitted Entity.
5. After reviewing the Permitted Entity's letter, SSA may make the final determination to: 1) lift the suspension; 2) continue the suspension; or 3) terminate the Permitted Entity's user agreement. SSA will provide the Permitted Entity with written notice via email of its final decision.
6. The Permitted Entity's use of the eCBSV system may be suspended for any of the following reasons:
  - a. Non-payment, or
  - b. Violation of user agreement terms, or
  - c. Violation of the Banking Bill.

Notwithstanding section VII.A and B immediately above, all provisions in section IV.B and section V as to data security and safeguards shall remain in effect for all information SSA provides to the Permitted Entity under this user agreement for as long as Permitted Entity or the Financial Institution retains such information.