

Crapo Statement at Executive Session to Consider SSA Commissioner
April 1, 2025

Washington, D.C.--U.S. Senate Finance Committee Chairman Mike Crapo (R-Idaho) delivered the following remarks at an executive session to consider the nomination of Frank Bisignano to be Commissioner of the Social Security Administration (SSA).

As prepared for delivery:

“We meet today to vote on the nomination of Frank Bisignano be Commissioner of the Social Security Administration (SSA).

“As we have done with other nominees, the meeting this morning will provide members with the opportunity to make remarks on Mr. Bisignano’s nomination. We will notify members of a time and location later today to conduct the vote.

“Mr. Bisignano has more than 30 years of executive leadership experience in banks and financial institutions. He currently serves as the Chairman of the Board and Chief Executive Officer of Fiserv, Inc., a leader in payments and financial technology.

“At his nomination hearing, Mr. Bisignano discussed his vision for improving the Social Security Administration’s service to the public, including bringing down wait times for the SSA’s National 800 Number and for claims decisions.

“While Mr. Bisignano has extensive experience using information technology to improve organizational performance, he also understands the importance of meeting customers where they are. He committed to ensuring that individuals can interact with SSA in the way they prefer, whether in-person, by phone or online.

“Mr. Bisignano would also draw on his decades of experience to improve SSA’s payment accuracy. When SSA issues an improper payment, it places a burden on the affected beneficiaries, agency employees and taxpayers.

“I look forward to working with him to achieve these important goals.

“Before moving on, let me address the allegations made during Mr. Bisignano’s nomination hearing that he “lied about his connections to DOGE and its efforts to break Social Security.” I remind my colleagues that Mr. Bisignano does not currently hold a position at the Social Security Administration, let alone a decision-making position.

“Mr. Bisignano’s nomination was first announced in December 2024 and he has been going through the Finance Committee’s rigorous due diligence process for months. Yet, the allegations against Mr. Bisignano, made in an anonymous letter, were not shared with me or my staff until after his hearing commenced.

“The anonymous letter claims that Mr. Bisignano insisted on personally approving several key DOGE hires at the agency and getting frequent briefings. Mr. Bisignano responded to these allegations in writing this weekend as part of the questions for the record. Mr. Bisignano stated that he does not have a role at SSA and was not part of the decision-making process led by the current Acting Commissioner, Lee Dudek, about SSA operations, personnel, or management. Mr. Bisignano stated he communicated with former Acting Commissioner Michelle King multiple times and had brief introductory phone calls with individuals chosen for various acting roles. Mr. Bisignano said he has not spoken with Acting Commissioner Dudek, beyond a short introductory phone call.

“The anonymous letter specifically mentions four individuals that Mr. Bisignano has been in contact with and/or pushed SSA to onboard. Mr. Bisignano reiterated, in writing, that he has a twenty-year professional relationship with one contact; periodic contact with another on general matters related to the agency; was referred to another to help him with preparation for his confirmation hearing; and the last individual he does not know, at all.

“Even though the timing of the anonymous letter suggests a political effort to delay a Committee vote on this nominee, my staff have told Senator Wyden’s staff we are open to meeting with the author of the letter and keeping the individual anonymous. However, any information provided by the individual must be thoroughly vetted, including allowing the nominee the opportunity to respond. A process for vetting the allegations has not been agreed to.

“The issue here, as I understand it, is the frequency and details of communications between the nominee and SSA officials. The nominee has responded in writing to these allegations.

“The SSA needs steady, Senate-confirmed leadership. Mr. Bisignano would bring his decades-long focus on strong customer service and operational excellence to the SSA. I urge my colleagues to support his nomination.”