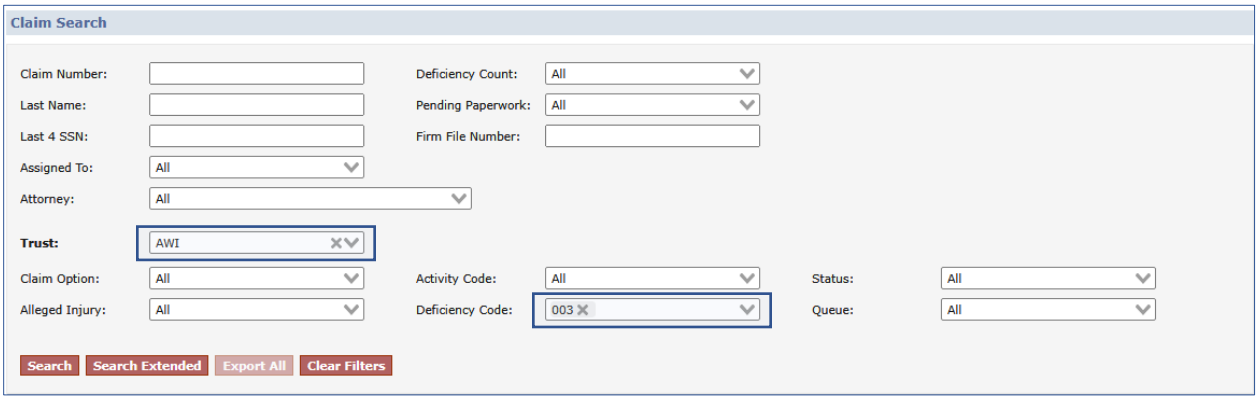
All claims filed on Trust Online must provide a valid claimant Social Security Number (SSN). Firm users are being asked to update any existing claims that do not have a valid SSN. The system has been enhanced and will now allow users to edit the SSN on Withdrawn and Deemed Withdrawn claims.

Finding Claims with Missing Social Security Numbers

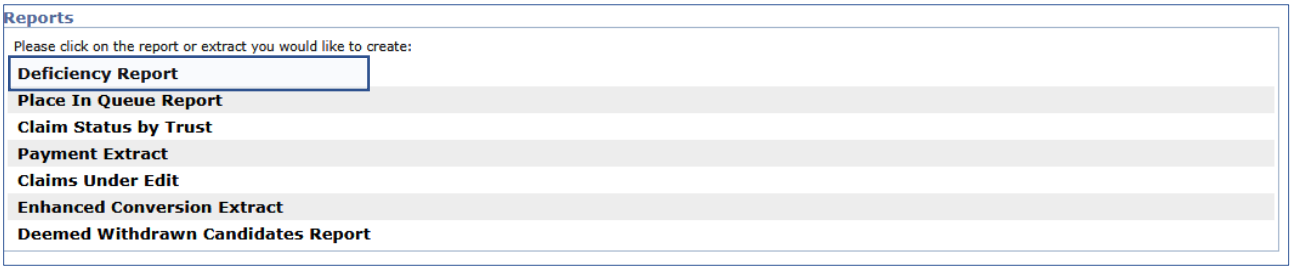
Claims with missing Social Security Numbers can be found by using the search filters on the Claim Search screen. You have several search options for finding these claims with the simplest being to filter by Trust and Deficiency Code 003. Deficiency Code 003 has been added to claims that have a missing SSN.

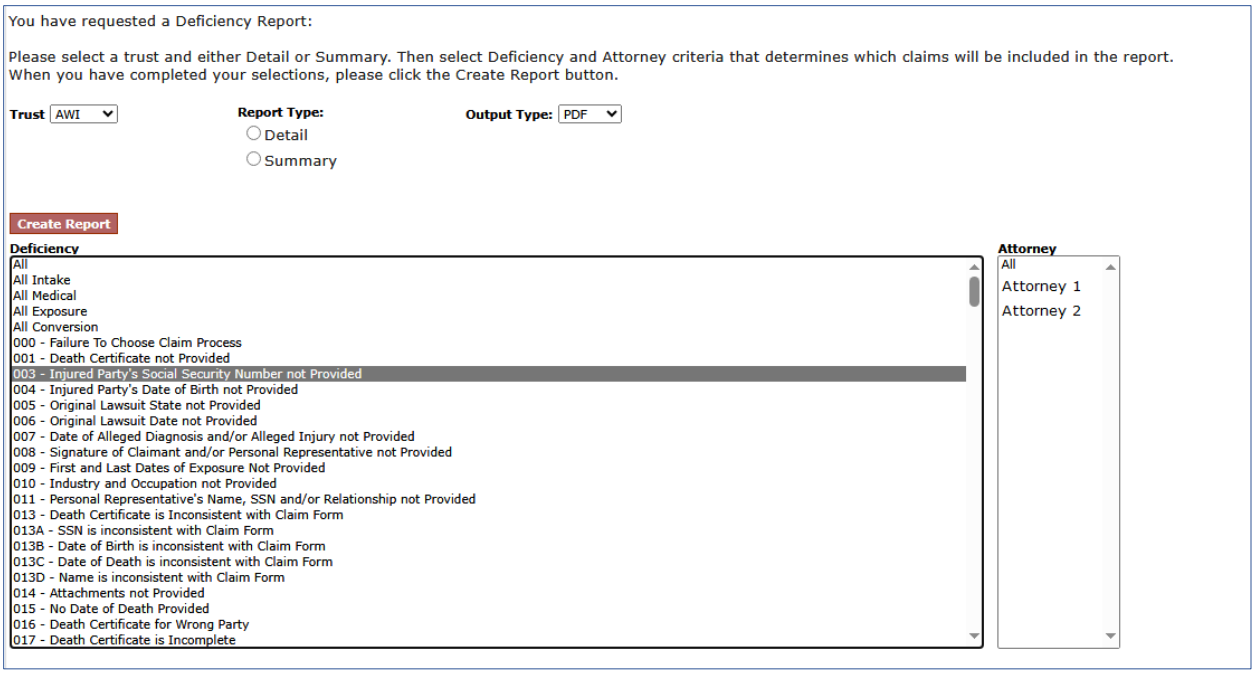
003 – Injured Party's Social Security Number Not Provided

On the Claim Search screen, select a Trust and select 003 as the Deficiency Code. After clicking the Search button, the results will display any claims that meet the filter criteria if they exist in the system.



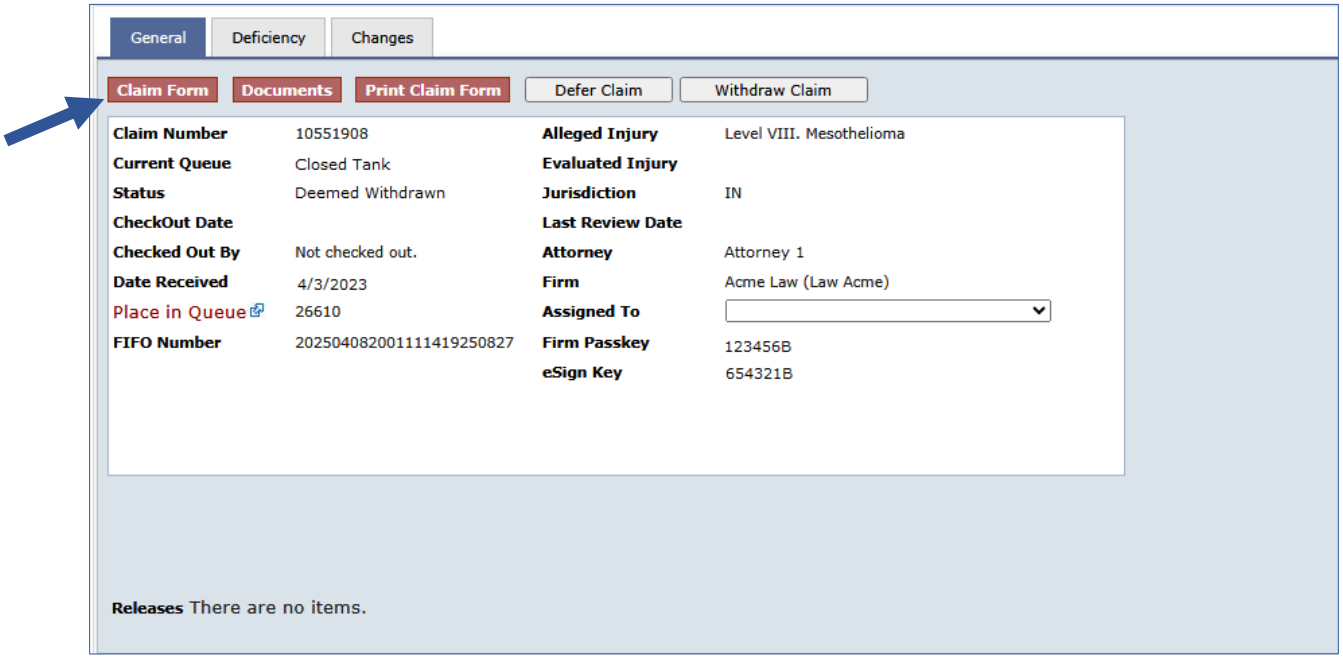
Alternatively, users can utilize the Deficiency Report found in the Reports section of Trust Online. This report gives users the option to filter by Trust, Attorney and Deficiency Code and can be exported as a PDF, EXCEL or CSV file after selecting Detail as the Report Type.

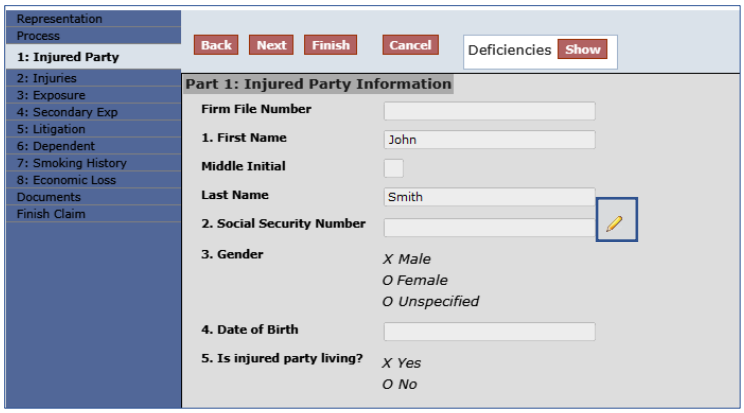




Editing Missing Social Security Numbers on Withdrawn claims

A Social Security Number edit feature has been added to Trust Online which allows users to edit the SSN on a Withdrawn or Deemed Withdrawn claim that was filed without an SSN. To edit the SSN on these claims, access the claim form from the claim's General tab by clicking on the Claim Form button. While in the claim form, navigate directly to the Injured Party tab where you will see a pencil icon next to the Social Security Number field.





Click on the pencil icon to open the SSN edit window. Enter a valid SSN and click the Save button.

